

# Supplementary Contractual Conditions for the service “DHL Kurier Wunschzeit”

## 1. Scope

These contractual conditions shall apply in addition to the agreement pertaining to the conveyance of parcels (hereinafter referred to as the “Agreement”) and to the General Terms and Conditions of DHL PAKET/EXPRESS NATIONAL (AGB PAKET/EXPRESS NATIONAL) for orders on the part of the Sender using the “DHL Kurier Wunschzeit” service.

## 2. Services provided by DHL

- a. DHL shall in the first instance collect and transport DHL Kurier Wunschzeit items (hereinafter referred to as “Wunschzeit Items”) in the same manner as other parcels from the Sender from Monday to Saturday so that acceptance in the DHL delivery bases in the area of the respective place of destination shall generally take place on the morning of the working day following collection.
- b. DHL shall regularly deliver the Wunschzeit Items from the DHL delivery bases on the same working day (Monday to Saturday) to Recipients – subject to Sender's instructions either to their home or business address, or to a PACKSTATION – during two alternative time slots (6:00 PM - 8:00 PM or 7:00 PM - 9:00 PM; the Sender shall be informed of further potential delivery time slots in good time). The Sender's instructions regarding the delivery time slot are provided within the notification file; they are also visible to the delivery agent on the label.
- c. In the event that upon the first delivery attempt (to the house or business address), following consultation via phone as appropriate, neither the Recipient in person nor a postal proxy nor a substitute recipient is present or if deposit in a PACKSTATION proves to be impossible, DHL shall transport the Wunschzeit Items back to the respective DHL delivery base for storage.
- d. DHL shall inform the Recipient by means of a notification card in the event that a delivery attempt is unsuccessful; the Recipient is also informed of a successful first delivery attempt and any pending second delivery attempt.
- e. DHL shall put the Wunschzeit Items out for delivery again on the next working day, in so far as no other arrangement has been made with the Sender or Recipient. The second delivery attempt by DHL is made to the same address and in the same delivery time slot as the first delivery attempt.
- f. In the event that upon a second attempt, delivery to either the Recipient in person, a postal proxy or a substitute recipient is not possible, DHL shall, following corresponding notification, return the Wunschzeit Items to Sender, who, in this instance, is obliged to take back the items immediately; storage in a retail outlet or PACKSTATION is not possible.
- g. The logistical process is described in the figure “Wunschzeit process” (**Annex 1** to these Supplementary Contractual Conditions).
- h. DHL shall only deliver Wunschzeit Items to specific areas in Germany, as stipulated via the respective postal codes in **Annex 2** to these Supplementary Contractual Conditions. DHL shall inform the Sender of any changes to these postal areas by e-mail with a lead time of 14 working days.

## 3. Additional service “Parcel notification”

- a. The Sender may request parcel notification for each Wunschzeit Item at no extra charge; the Recipient is thus informed via e-mail and/or SMS of the expected delivery time and tracking information if applicable. Notification is contingent upon provision of the e-mail address and/or mobile phone number of the Recipient by the Sender, in conjunction with the Sender's consent.
- b. The Recipient also has the option of excluding his/her e-mail address and/or mobile phone number from parcel notification by DHL. In such cases, irrespective of the Sender's request, DHL shall block the notification message from being sent to the e-mail address and/or mobile phone number provided.

## 4. Obligations of the Sender to cooperate

- a. The Sender shall not hand over any Wunschzeit Items with perishable contents (foodstuffs) for delivery to a PACKSTATION: exclusions for transport pursuant to Section 2

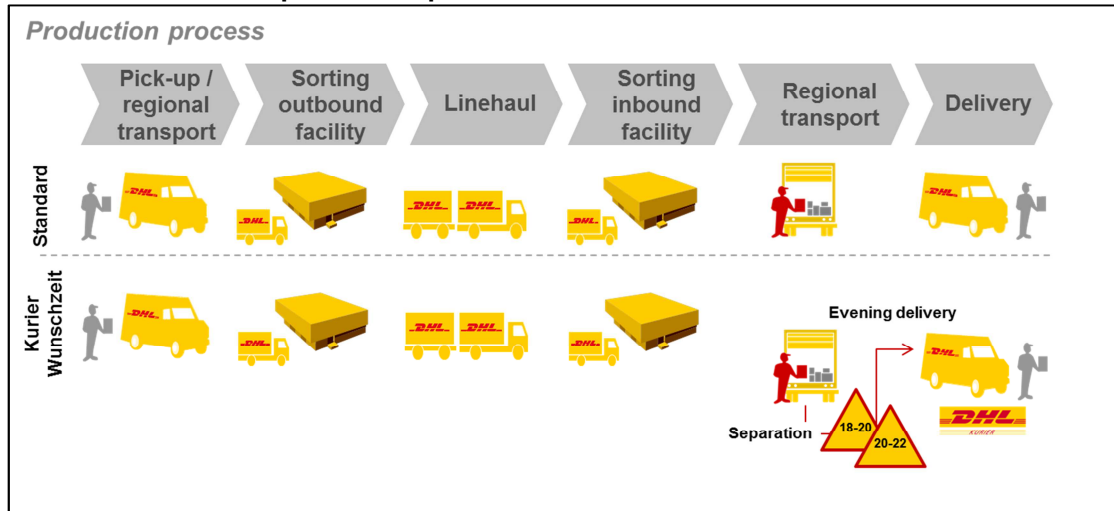
Paragraph 2 of the General Terms and Conditions of DHL PAKET/EXPRESS NATIONAL shall otherwise remain unaffected.

- b. The Sender shall, as part of the electronic data exchange, provide DHL with the item numbers and required item data relating to the Wunschzeit Items ("notification file") by 23:59 on the day of delivery to the parcel centre ("notification"). The Sender shall perform notification using the media and formats defined by DHL at [dhl.de/kurier-avisierung](http://dhl.de/kurier-avisierung).
- c. The Sender shall label the Wunschzeit Items as such in order to facilitate separation from other parcels as well as handling as per agreement on the part of DHL.
- d. In the event that receipt of the contents of any Wunschzeit Item is subject to a minimum age requirement (e.g. alcohol, tobacco, computer games or DVDs with age restrictions), the Sender shall indicate this in the notification file. Within the scope of a visual age check, these items shall only be handed over to persons that have reached the minimum age of 18 years, and not delivered to a storage location, parcel box, Packstation or a neighbour. The Sender is responsible for the fact that the Recipient to whom the item, in accordance with regulations, is to be handed over is at least 18 years of age.

## **5. Payment**

The Sender shall pay a flat-rate charge for each Wunschzeit Item covering all services stipulated under Sections 2 and 3. The amount of the charge in question can be found in Annex 1 ("Conditions and Prices") to the agreement pertaining to the conveyance of parcels.

## Annex 1: Wunschzeit production process



## Annex 2: DHL Kurier Wunschzeit postal code delivery areas

DHL only offers the DHL Kurier Wunschzeit product in certain delivery areas. DHL shall provide the Sender with a corresponding list of postal codes. DHL shall communicate new postal codes via e-mail at least 14 working days in advance.