

CONDITIONS OF DISPATCH FOR DHL DOMESTIC AND INTERNA- TIONAL PARCEL SERVICES*

1 SCOPE

(1) The following conditions apply to the domestic and international conveyance of parcels (DHL Paket, DHL Retour and DHL Paket International), small packets (DHL Päckchen and DHL Päckchen International), and DHL Infopost, hereinafter referred to as „shipments“. These conditions shall apply, in regard of parcels, in addition to the General Terms & Conditions of DHL Paket/ Express National (Allgemeine Geschäftsbedingungen der DHL Paket/Express National (AGB Paket/ Express National)), and the General Terms and Conditions of Deutsche Post – International Parcels (Allgemeine Geschäftsbedingungen der Deutschen Post Paket International (AGB Paket International)). In relation to small packets, they apply in addition to the General Terms & Conditions of Deutsche Post AG National Mail (Allgemeine Geschäftsbedingungen der Deutschen Post AG Brief National (AGB Brief National)) and the General Terms & Conditions of Deutsche Post AG – International Mail (Allgemeine Geschäftsbedingungen der Deutschen Post AG Brief International (AGB Brief International)), which shall apply in the versions valid at the time.

(2) These conditions do not apply to the conveyance of express shipments. Nor shall they apply to the international conveyance of Europlus shipments (DHL Europaket, Europremium, and Eurapid).

2 LABELLING

2.1 Basic Principles

(1) In order for a shipment to be properly labelled, hereinafter referred to as „labelling“, it must always display details about the recipient (section 2.3), the sender (section 2.4), the type of shipment and any additional services that are desired („services“) (section 2.5) as well as the sender's instruction(s).

(2) The labelling must be sufficiently precise and clear so that the shipment can be transported and delivered to the recipient without the need for additional inquiries to be made. It may not include any additional information that might lead to misunderstandings or otherwise hamper or prevent the processing of the shipment. The clarity of the labelling must not be diminished either by the details of the sender or by any other information (e.g. words, images, colours or codes employed by the sender that do not form part of the labelling). The labelling must leave room for the identifier and the routing code.

(3) Labelling must be applied to the largest surface of the shipment (the „address surface“), with the writing running parallel to the long sides. In case of pots, buckets, small barrels and similarly shaped objects, the labelling may be applied to the lid. The labelling must not be obscured by packing tape, string, or similar. Furthermore, a copy of the labelling information must be placed inside every shipment.

(4) For parcels and small packets, the details about the recipient and the sender must be displayed on the label provided by DHL (applies to private customers). In the case of shipments sent using the Paketmarke or Paketmarke International prepaid label, the required information is to be entered on the prepaid Paketmarke label itself. In the case of DHL Infopost shipments, senders are to prepare their own labels. DHL business customers with an agreement can prepare their own labels or they can order shipping labels from DHL, if desired.

(5) Separate labels, such as tie-on tags, may only be used for shipments where information supplied on a standard label or written on the packaging would not be durable enough.

(6) Labels must be affixed to the shipments in such a way that the entire surface lies flat and they cannot fall off or become easily detached during transport. Stickers and imprints of the sender that could be confused with postage stamps, stickers, or imprints used by DHL may not be used on the address surface.

(7) The address must meet the criteria for machine readability set out in the brochure „Automationsfähige Briefsendungen“ (Automatable Mail). The „Spezifikationen zur Programmierung von Versandlogistiksystemen“ (Specifications for the programming of shipping logistics systems) apply to business customers with an agreement.

(8) The use of address labels for the recipient address when using the DHL Paketmarke is not permitted. Instead, customers can use the completion help for these products and print the addresses directly onto the Paketmarke labels.

2.2 Composition of the Label

(1) Labeling information must be black or blue and applied in such a way that it is easily visible and cannot be obliterated. Only Latin and German characters may be used and standard spelling is required. Each line of information must be left-justified. The label, incl. postal barcodes (ident codes and routing code) may not be covered or run over the edge of the parcel.

(2) It is not permitted to make changes to the labelling information. If the labelling information has been changed, the shipment will not be accepted.

2.3 Recipient Information

(1) The address provided must be the delivery address for the recipient and must contain the following pieces of information, written from top to bottom:

- Name of the recipient,
- Street name and house number, and, if possible, the floor of the building, and if the address is an apartment, the apartment number must also be given,
- Postal code and town/city.

It is not permitted to leave blank lines between each piece of address information.

(2) To address directly to the Post Office / Parcelshop, the address provided must contain the following pieces of information, written from top to bottom:

- Name of the recipient,
- Customer number of the recipient, if the recipient is registered with DHL (optional, if the e-mail address of the recipient is provided digitally)
- "Postfiliale" in the field Street and the number of the Post Office / Parcelshop as house number,
- Postal code and town of the Post Office / Parcelshop

It is not permitted to leave blank lines between each piece of address information.

(2) If the address is outside Germany, the address format of the destination country should be used. If the format is not known, the address elements described above must be used in addition to the following information:

- Name of the town or city including postcode, written in block capitals and Latin characters.
- Name of the country as the last line, written in block capitals and Latin characters in German as well as in English or French. Country names must be written in full, abbreviations are not permitted.

(3) It is not permitted to use a P.O. box as a delivery address.

2.4 Sender's Information

(1) All shipments must display full and complete information about the sender. The sender's address must be in Germany so that the shipment can be returned or the sender contacted should it prove impossible to deliver the shipment, or should other irregularities arise. The sender's information must follow the same structure and contain the same elements as the recipient information (see section 2.3). The sender information may not be placed below the recipient's address.

(2) It is not necessary to display the sender's information on the outside of a domestic shipment if

- the shipment is labelled „Wettbewerbsarbeit, Absenderangaben in der Sendung“ (competition entry, sender's information inside) and if it actually does contain the sender information.
- in the franking mark (individual advertising imprint) for a with meter machine franked item the name of the sender, the delivery note and the name of the domestic place of residence or place of business is contained.

2.5 Type of Shipment and Services

(1) In the case of domestic parcels, the notices indicated below shall be displayed using the sender's own labels; the text must appear above the address leaving a blank space between it and the address or, if this is not possible, by underlining it.

(2) DHL Infopost shipments must be marked „DHL Infopost“.

(3) Shipments that are combined with one or more additional service(s) must also display the name(s) of the individual service(s), as described in section 4.

3 PACKAGING REQUIREMENTS

3.1 Basic Principles

(1) All shipments must be packed securely in accordance with their contents and volume as well as the method of dispatch. Objects may be sent without packaging if they can be transported safely in this state (e.g. robust materials, bicycle tires). The „Sperrgut“ (bulky goods) service may be the appropriate means of shipment for such products. Parcels weighing over 20kg must be identified by the note „Achtung schweres Paket“ (Attention heavy parcel) or the red sticker “bis 31,5 kg” (up to 31.5 kg) at the address label.

(2) To ensure that the contents can be easily inspected, DHL Infopost shipments must not be sealed before posting. If shipments of this type are sealed before posting, the sender thereby consents to a sample being opened for the purpose of inspecting the contents.

(3) Pursuant to the AGB DHL Paket and the AGB Deutsche Post Paket International, the outer packaging may not give any indication of the value of the goods. Neutral materials must therefore be used to pack and seal the shipment. It is not permitted to indicate the contents of the shipment on the packaging, for example by means of a product illustration or a conspicuous label; nor is it permitted for the company name to appear on the packaging or adhesive tape. These restrictions apply in particular to shipments sent using the services „Transportversicherung“ (transport insurance) and „Wertpaket International“ (International Value Parcel).

3.2 Secure Packaging

(1) The packaging of shipments must take account of their specific contents and must protect the objects being transported against loss or damage and also prevent damage to other shipments. Packaging must provide adequate protection for the contents of the shipment against the normal pressures, shocks, vibrations, and temperatures encountered during transit and it must be sufficiently sturdy, pressure-resistant and have sufficient flexural strength. If required, the sender must also provide adequate inner packaging, including filler material. The inner packaging must fix the contents in place and ensure that fragile items are padded on all sides. Fragile contents must be packed accordingly; the packaging used must also take account of the particular features, volume, and any other characteristics of the shipment in each individual case.

(2) The heavier a shipment, the more securely it must be sealed. This ensures that the shipment will arrive intact and also provides proof that it has not been tampered with.

(3) Packaging and seals must be free of sharp edges, corners, and points, e.g. protruding nails, staples, splinters, and wire ends. Strapping must be applied in such a way that it lies flat and cannot come loose; if need be, it should be covered with adhesive tape. Packaging with protruding locks, handles, or clasps must be sent using the „Sperrgut“ (bulky goods) service.

(4) If several items are combined to form a single parcel, they are to be fixed together using adhesive tape over the edges and secured across the whole width with additional closing means. It must be ensured that the individual items do not shift at any time during transport. This method of combining several items may only be used for items that have an identical surface area and can be combined to form a square or rectangular-shaped parcel. If the resulting parcel has a different shape, if it is unstable or in case of deviations from the specified standard dimensions, the „Sperrgut“ service must be used.

(5) Wine, sparkling wine, beer, mineral water, and spirits in glass bottles, earthenware or stoneware containers must be shipped in packaging material available on the market marked „DHL zertifizierte Flaschenversandverpackung“ (bottle packaging certified by DHL Packaging Service) and furnished with a DHL inspection number. DHL's Packset F product is designed for the shipment of individual bottles.

(6) Caps on bottles containing liquids must seal the contents in such a way that no leakage will occur even if the parcel is placed on its side or upside down. Screw caps are to be screwed on as tightly as is recommended by the manufacturer. Functional closures (e.g. spray heads, dispensing closures, hinge-fitting seals, and twist-off caps) must be securely sealed to prevent them from opening unintentionally.

(7) Unpackaged metal and plastic containers shall only be accepted for transport if they are clearly marked to show that they comply with the rules for the conveyance of dangerous goods. Such shipments must be sent using the „Sperrgut“ (bulky goods) service. Further practical information about how to pack shipments correctly is available online at www.dhl.de/verpackungspruefung

3.3 Packaging Certification

It is possible for the „DHL Packaging Check“ to assess mass-produced packaging in order to determine whether it meets the packaging requirements. In order to ensure that products can be transported safely, companies are advised to submit the packaging and related materials they use for such an inspection. Please contact DHL Sales.

4 NOTES ON ADDITIONAL SERVICES

Senders can combine their choice of product with a range of individual services. Please note that certain services cannot be used with some shipments and that not all services can be used together. You can find out more in your nearest retail outlet, from your customer advisor, or on the Internet at www.dhl.de

When using services, the desired service must be indicated on the label. Only the indications provided by DHL are to be used. The specifications for the correct indication of the services on the parcel label are given in the DHL label specification in the currently valid version.

4.1 Postage Not Paid

Domestic parcels for which DHL is to collect payment from the recipient are to be sent using the „Unfrei“ (not prepaid/receiver pays) service. An „Unfrei“ service sticker must be affixed to the parcel. If a non-standard label has been used, the parcel must also be marked „Unfrei“ in accordance with section 2.5 (1). If the recipient refuses to pay (and thus to accept the parcel), the parcel is returned to the sender, who shall be obliged to pay the shipping costs.

4.2 Bulky Goods

„Sperrgut“ (bulky goods) are parcels which require special handling (e.g. manual processing, non-stackable) due to the fact that they fall below/exceed standard dimensions or due to their outer composition (form of packaging, packaging material, packaging specifics, or below to 3.2.3, 3.2.4 or 3.2.7). Shipments exceeding the permitted maximum size or maximum weight for bulky goods will not be transported and returned to the sender. If a non-standard label is used, parcels must be marked with the name of the relevant service in accordance with section 2.5 (1). The relevant service sticker must also be affixed to the parcel.

4.3 Cash on Delivery Service

(1) For ordering the cash on delivery service, exclusively the respective current DHL cash on delivery parcel label shall be used and completely filled in.

(2) The amount to be paid must not exceed the limit for the COD service and must be displayed on the parcel in Arabic numerals in such a way that it cannot be subsequently changed, for instance with the addition of certain strokes by hand. The postal symbol for the COD service can be applied as an imprint or a sticker. It shall be placed close to the amount to be paid.

4.4 Advice of Delivery

Shipments using the „Rückschein“ (advice of delivery) service must display the „Rückschein“ service sticker and be accompanied by a completed advice of delivery to be returned upon delivery. If a non-standard label is used, shipments must also be marked with the name of the service in accordance with section 2.5 (1).

4.5 Sender's Instructions

For small packets and parcels to be sent abroad, the sender can decide in advance what should happen if the shipment could not be delivered. The corresponding instruction (sender's instructions) can be marked on the label or affixed directly to the shipment. More details are available in the current edition of the „Leistungen und Preise“ (Services and prices) directory.

5 PRIVACY POLICY INTERNATIONAL

Deutsche Post AG shall use the sender's information for no other purpose than the fulfillment of the transport agreement and for customs clearance on the basis of the legal provisions and in particular the provisions of the Universal Postal Convention.

It shall make this information available to the delivery organisation cooperating with Deutsche Post AG in the country of destination and/or to the customs authorities in that country for these purposes.

The information may be transferred in paper form and/or electronically.

Legal content as of 01/2018

*This is a translation of the „Versandbedingungen DHL Paket National/International“ in its version as of March 1st 2018 in German language. This translation is for convenience only. The only binding version in case of any dispute, lack of clarity or divergence is the version in German language.