



OVERVIEW OF CHANGES TO THE “GENERAL TERMS & CONDITIONS OF DHL FOR THE (DOMESTIC) PARCEL/EXPRESS SERVICE” (VALID AS OF JULY 1, 2025)

As of July 1, 2025 the General Terms & Conditions of DHL for the (domestic) parcel/express service were adapted to the legal and operational changes. Details can be found in the following overview:

1 Scope of Application and Contractual Basis
<p>(1) These General Terms & Conditions, hereinafter referred to as “GT&C”, shall apply to agreements concluded with Deutsche Post AG, DHL Paket GmbH and DHL Express Germany GmbH pertaining to the carriage conveyance of parcels [...] Their scope of application includes specifically agreed special and auxiliary services, hereinafter referred to as “services”, and the redirection of parcels. [...]</p>
<p>(2) In addition to these GT&C, the “Services and Prices” brochure, the “Regulations for the postal conveyance of dangerous goods and substances”, the “DHL Cargo Insurance” brochure as well as the “List of permissible contents (Valuable Items)” the “Conditions for DHL Paket/DHL Express TI Service” as well as the “Permissible contents for domestic and international parcel items and for domestic express items” apply in the versions valid at the time of handover of shipments; these documents are available at DHL’s offices for inspection. For Express shipments, the brochure “DHL Express service manual” and “DHL Express prices and transit times” “DHL Express Service & Rate guide” shall also apply. The “DHL domestic and international parcel dispatch conditions” shall apply in addition for parcels. Furthermore, special service specifications shall apply to which general reference is made in the “Services and Prices” brochure, in individual agreements, or in transport documents (waybills, posting receipts, etc.).</p>
2 Conclusion of Contracts; Exclusion of Services (Prohibited Goods)
<p>(1) Contracts of carriage Conveyance agreements are constituted for compliant shipments whose transportation is not excluded according to paragraph 2 by their handover by or on behalf of the customer (“Sender”) and their assumption into the care of DHL or a company commissioned by DHL (“posting” or “pick-up”) in accordance with the provisions of these GT&C. The Sender shall declare, before the conveyance contract of carriage is concluded, [...]</p>
<p>(2) The following are excluded from transport (prohibited goods):</p> <ol style="list-style-type: none">Shipments whose contents, exterior make up design, transport or storage use or intended use violates an applicable legal or public authority prohibition or authorization approval requirements, in particular any export, import, foreign trade, customs or excise regulations of the countries of origin, destination or transit including provisions of foreign trade and exercise tax law; [...]Shipments whose carriage require special treatment by DHL (e.g., adherence to a certain temperature, obtaining a public legal approval, authorization or decision or notification to an authority); [...]Shipments which contain live animals, animal cadavers, human body parts or human remains including ash (for example, in urns) [...][...] the regulation “Permissible Contents for domestic and international parcel item and for domestic express items (valuables provision for parcel/express List of permitted contents” contains further information; [...]Express-shipments, that contain weapons according to the German Weapons Act (Waffengesetz), especially firearms, or parts thereof, air rifles, replicas or imitations of firearms or ammunition.
4 Services Provided by DHL
<p>(2) [...] Clauses 1 and 2 of this par. 2 shall only apply if no other arrangements have been made, such as storage at a retail outlet or parcel shop, redirection or delivery by deposit in an agreed location or in a DHL Packstation, with the recipient or person appointed to take delivery, provided the Sender has not issued any divergent instructions in advance. Shipments combined with the service of delivery exclusively to the recipient in person and express shipments with the “EUR 25,000 transport insurance” service shall only be delivered to either the recipient or to a person specially authorized by him/her in writing to receive the shipment. [...] The Express Brief (DHL Express Letter) without the “Addressee only”, “Delivery against signature” and/or “DHL Cargo insurance” services as well as Parcels [...]</p>
<p>(3) [...] This shall not apply to shipments combined with the delivery exclusively to the recipient in person or an identity verification services , express shipments with “EUR 25,000 transport insurance” and Express Brief (DHL Express letter) items with “EUR 2,500 transport insurance” services.</p> <p>Substitute recipients shall be:</p> <ol style="list-style-type: none">1. Relatives of the recipient present on the recipient’s premises and other persons present there, and Relatives of the recipient2. Other persons present on the recipient’s premises, and3. 2. Residents in the same house or immediate neighbors of the recipient if [...]
8 Other Provisions
<p>(4) The sole place of jurisdiction for legal disputes with merchants, legal entities under public law, or special funds under public law resulting from contracts subject to these GT&C shall be Bonn, insofar as this does not conflict with any mandatory statutory provisions. [...]</p>
<p>(5) [...] Senders who send shipments post items as consumers under these our standard terms and conditions (GTC) and their recipients, if they are also consumers, can may call up on the consumer arbitration board to settle disputes about regarding rights and obligations in the event of loss, theft or damage to postal shipments or the violation of the rights specified in section 34 paragraph 1 German Postal Act (§ 34 Postgesetz) if a settlement with Deutsche Post was not possible or the infringement of their own rights to which they are entitled on the basis of a statutory order pursuant to Section 18 of the Postal Act (PostG) if it has not been possible to reach an agreement with DHL.</p> <p>The responsible consumer arbitration board is the Schlichtungsstelle Post (Referat 318) ...</p>