

OVERVIEW OF CHANGES TO THE “GENERAL TERMS & CONDITIONS OF DEUTSCHE POST AG FOR THE INTERNATIONAL PARCEL SERVICE” (VALID AS OF JULY 1, 2025)

As of July 1, 2025 the General Terms & Conditions of Deutsche Post AGB for the international Parcel Service were adapted to the legal and operational changes. Details can be found in the following overview:

1 Scope of Application and Contractual Basis
(1) [...] They cover specifically agreed special additional and auxiliary services, hereinafter referred to as “services” and the redirection of parcels to foreign countries.
(2) [...] In addition to these GT&Cs, the “DHL National and International Parcel conditions of dispatch”, the “Services and prices” brochure, the “Conditions for DHL Paket/DHL Express TI Service”, the regulation “Permissible Contents for domestic and international parcel items and for domestic express items (Valuables Provision for Parcel/Express)” and the “Country specific list of prohibited and restricted articles” (Country Information) the “DHL Cargo Insurance” brochure and the List of permissible contents (Valuable items) shall apply in the versions valid at the time of handover of parcels; Furthermore, special service specifications or conditions of transport shall apply; general reference is made to their application in the “Services and prices” brochure, in individual agreements, or in transport documents (waybills, posting receipts, etc.).
2 Conclusion of Contracts; Exclusion of Services (Prohibited Goods)
(2) The following are excluded from transport (prohibited goods): <ol style="list-style-type: none">1. Parcels whose content, exterior design, transport, or storage violate an applicable legal or public authority prohibition or authorization requirements, in particular any export, import, foreign trade, or customs or excise regulations law provisions of the countries of origin, destination or transit; these include parcels or goods whose transport is prohibited according to the Universal Postal Convention;2. Parcels whose carriage requires special treatment by DHL (e.g., adherence to a certain temperature, obtaining a public legal approval, authorization or decision or a notification to an authority); [...]4. Parcels containing live animals, animal cadavers, human body parts or human remains including ash (for example in urns); [...]8. [...] country information; the regulation “Permissible Contents for domestic and international parcel item and for domestic express items (Valuables Provision for Parcel/Express)” List of permissible contents (Valuable items) contains further information; 9. Parcels destined for natural or legal persons subject to sanctions; or that are to be transported to countries subject to external trade restrictions (embargo measures);10. 9. Parcels [...]11. 10. Parcels that contain weapons according to the Weapons Act (Waffengesetz), especially firearms, or parts thereof, imitation weapons, air rifles, replicas or imitations of firearms or ammunition.
3 Sender’s Rights and Duties to Cooperate (Obligations)
(5) The sender shall be obliged to comply with the applicable export and import regulations as well as with the customs regulations of the origin, destination, and transit countries. He shall truthfully and completely fill in the necessary accompanying documents (customs declaration, export permits etc.) and enclose them with the parcels.
7 Transport Insurance
(6) The details of the transport insurance are covered in the regulation “Conditions for DHL Paket/DHL Express TI Service” Conditions for DHL Paket/DHL Express TI Service”.
9 Other Provisions
(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&Cs shall be Bonn, insofar as this does not conflict with any mandatory statutory provisions. German law shall apply.
(5) Deutsche Post is obliged to participate in dispute resolution procedures before a consumer arbitration board. Senders who post items as consumers under our standard terms and conditions (GTC) and their recipients, if they are also consumers, can call on the consumer arbitration board to settle disputes about rights and obligations in the event of loss, theft or damage to postal shipments 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. or the violation of the rights specified in section 34 paragraph 1 German Postal Act (§ 34 Postgesetz) if an agreement with Deutsche Post was not possible.
The responsible consumer arbitration board is the Schlichtungsstelle Post (Referat 318) ...