

CHANGES TO THE AGREEMENT PERTAINING TO THE TRANSPORTATION OF PARCELS AND WARENPOST (MERCHANDISE SHIPMENTS)

OVERVIEW OF CHANGES TO THE CUSTOMER AGREEMENT AS OF JANUARY 1, 2025

The agreement pertaining to the transportation of parcels and Warenpost (merchandise shipments) will be amended as of January 1, 2025, as follows: Contract supplements/adjustments are underlined; deletions are ~~crossed out~~.

1. ADJUSTMENTS TO THE TERMS AND CONDITIONS

Section	Content change	Background
Title; Addition of clarifying footnote	<u>¹As of 01.01.2025, the Warenpost product will be replaced by the DHL Kleinpaket product - a product of DHL Paket GmbH. The DHL PAKET/EXPRESS NATIONAL General Terms and Conditions (GTC PAKET/EXPRESS NATIONAL) will apply to DHL Kleinpaket. The Warenpost International product remains unaffected by this change.</u>	Warenpost becomes DHL Kleinpaket (small parcel)
Supplement in 3.1	<u>... From 01.01.2025: For DHL Kleinpaket (small parcel) - in deviation from section 2, paragraph 2, item 6 of the GT&C PARCEL EXPRESS NATIONAL - shipments with an actual value of more than EUR 500 gross are excluded from transportation (prohibited goods).</u>	New prohibited goods regulation for DHL Kleinpaket (small parcel)
Supplement in 3.3.5	<u>Weigh each parcel ... Labeling of parcels with increased weight over 10 to 20 kg or over 20 kg (according to service specification).</u>	New mandatory labeling
Supplement in 5.1	<u>From 01.01.2025: For DHL Kleinpaket (small parcels) - in deviation from section 6, paragraph 3 of the GT&C PARCEL EXPRESS NATIONAL - in case of loss, damage or the culpable breach of other contractual duties with regard to shipments that are not excluded as prohibited goods, DHL shall not invoke the statutory limits on liability if the damage amounts to no more than EUR 20.</u>	New liability regulation for DHL Kleinpaket (small parcel)

2. ADJUSTMENTS OF SERVICE SPECIFICATIONS

Section	Content change	Background
DHL Paket	REQUIREMENTS: - <u>Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL (integrated on the label or on a sticker provided by DHL), clearly visible on the label side.</u>	New mandatory labeling
Warenpost	<u>Discontinued with expiry 12/31/2024</u>	Warenpost becomes DHL Kleinpaket (small parcel)
Retail Outlet Routing Go Green Return Fee Energy Surcharge Peak Surcharge Sustainability Report on CO ₂ e-Values	<u>Everywhere addition of "DHL Kleinpaket" next to "Warenpost"</u>	Warenpost becomes DHL Kleinpaket (small parcel)"
Parcel Recall	CAN BE COMBINED WITH - <u>DHL KLEINPAKET (from 01.03.2025)</u>	New service for DHL Kleinpaket
DHL RETOURE	DHL RETOURE MIT ABHOLUNG UND LABEL / DHL RETOURE ONLINE SERVICE SPECIFICATIONS: With DHL Retoure, the sender can provide the recipient with flexible and comfortable individual return options: - <u>DHL Retoure as a QR code (DHL Retoure Online): The return label is created by the sender and conveniently provided to the recipient digitally.</u> - <u>DHL Retoure as PDF (DHL Retoure Online): The return label is created by the sender and provided to the recipient quickly and easily as a digital PDF file.</u> - <u>DHL Retoure as an enclosed label (DHL Retoure): The return label is enclosed directly with the consignment by the sender.</u> - <u>DHL Retoure as a provided label (DHL Retoure mit Abholung und Label): The return label is brought to the customer directly by a DHL courier when the return item is picked up, as instructed by the originator.</u> - <u>DHL Retoure: Provision of a prepared return label to the recipient</u> - <u>DHL Retoure with Pick-up and label: Individual performance of the return bases on the sender's instructions: the DHL deliverer brings along the prepared return label</u>	Concretization

	<p><u>DHL Retoure Online: Use of a DHL online platform by the sender via which the recipient is provided with the prepared return label</u></p> <p>REQUIREMENTS</p> <ul style="list-style-type: none"> - <u>Only possible with EDI data transmission</u> <p>GENERAL CONDITIONS</p> <ul style="list-style-type: none"> - <u>Addressing to a post office branch, parcel shop, or Packstation is not possible, but only directly to the sender himself or a service provider acting on his behalf.</u> 	
DHL Paket Production-Based Billing	<p>REQUIREMENTS:</p> <ul style="list-style-type: none"> - <u>Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL (integrated on the label or on a sticker provided by DHL), clearly visible on the label side.</u> 	New mandatory labeling
DHL Paketmarke national	<p>REQUIREMENTS:</p> <ul style="list-style-type: none"> - <u>Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL, clearly visible on the label side.</u> 	New mandatory labeling
DHL Paket International	<p>REQUIREMENTS:</p> <ul style="list-style-type: none"> - <u>Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL (integrated on the label or on a sticker provided by DHL), clearly visible on the label side.</u> 	New mandatory labeling
DHL Paketmarke international	<p>REQUIREMENTS:</p> <ul style="list-style-type: none"> - <u>Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL, clearly visible on the label side.</u> 	New mandatory labeling
Return Fee	<p>GENERAL CONDITIONS:</p> <ul style="list-style-type: none"> - <u>The return shipment DHL Paket and Warenpost/ DHL Kleinpaket takes place to the sender or a different consignor specified by the sender in accordance with the notifications of shipments via electronic data exchange. DHL Paket production-based billing and DHL Paketmarke national are returned to the sender according to the label.</u> 	Returns according to PAN data announcement
DHL Europaket	<p>GENERAL CONDITIONS:</p> <ul style="list-style-type: none"> - <u>The sender shall also provide a complete domestic address (in Germany) in the EDI/PAN data and on the parcel for the case of return transportation after undeliverability.</u> 	Indication of domestic address for returns
DHL Retoure International	<p>Requirements for DHL Retoure International <u>from third countries</u></p> <ul style="list-style-type: none"> - <u>Each return parcel must include..... the Economic Operators Registration and Identification (EORI) number of the return consignee and a fully and correctly completed customs declaration (CN 23).</u> <p>GENERAL CONDITIONS:</p> <ul style="list-style-type: none"> - <u>Special Case: DHL Retoure International from Sweden is governed by the General terms and Conditions for DHL Europaket (AGB DHL Europaket)</u> <p><u>From 01.02.2025 Norway: min. 15x11x1 cm, max. 120x60x60 cm, weight max. 30 kg</u></p>	<p>"Switzerland" is replaced everywhere by "third countries"</p> <p>Deletion special case</p> <p>Addition of Norway from 01.02.2025</p>
Bulky Goods	<p><u>CAN BE COMBINED WITH</u></p> <ul style="list-style-type: none"> - <u>DHL Europaket (from 01.02.2025)</u> 	Adding Bulky Goods to DHL Europaket
Brexit-Handing	Not applicable from 31.12.2024	Elimination of the surcharge

3. ADDITION TO THE SERVICE SPECIFICATIONS

Section	Content change	Background						
DHL Kleinpaket (small parcels) (valid from 01.01.2025)	<p>SERVICE SPECIFICATIONS</p> <p>The product DHL Kleinpaket provides you with the following services:</p> <ul style="list-style-type: none"> - <u>Nationwide delivery from Monday through Saturday with the following addressing options: street address, Packstation, postal branch</u> - <u>Liability for loss and damage up to 20 euro value of goods</u> - <u>Proof of delivery</u> - <u>Use of the Post & DHL Business Customer Portal: central online access for handling the entire shipping process including shipping logistics software, Track & Trace and billing information</u> - <u>Information on the coming delivery (shipment notification).</u> - <u>Option to specify a drop-off location or neighbor.</u> - <u>From at least 6,000 DHL Kleinpaket shipments p.a. including collection</u> - <u>Option to combine with the services GoGreen, Retail Outlet Routing and/or Parcel Recall (from 01.03.2025)</u> <p>REQUIREMENTS</p> <p>The sender must fulfill the following obligations to cooperate:</p> <ul style="list-style-type: none"> - <u>Only possible with EDI data transmission.</u> - <u>Shipment notification: Agreement between the sender and recipient on the use of the recipient's e-mail address for notification.</u> - <u>With the transmission of the company logo DHL becomes entitled to use the logo for shipment notification and on other customer touch points (i.e. track & trace). He also declares his approval that DHL can display advertisement of products and services of DHL or its affiliated companies.</u> - <u>If the sender wants to place products and services in the shipment notification he has to have his customers' permission. The sender relieves DHL of any claims by third parties from or in the context of contraventions against his cooperation duties for his shipment notification.</u> - <u>Preferred neighbor (Neighbor): Agreement with the recipient on the consent of a designated neighbor regarding the acceptance of the shipment and transmission of their data.</u> - <u>For shipments smaller than 10 x 20 cm the use of the 7 x 10 cm label format is mandatory.</u> - <u>DHL Kleinpaket shipments have to be separately consigned (from letter post and parcels). Shipments higher than 3 cm have to be separately consigned from other DHL Kleinpaket shipments.</u> - <u>Shipments of more than 500 DHL Kleinpaket items per day must be notified in advance.</u> <p>DIMENSIONS/WEIGHT</p> <table border="0"> <tr> <td>Standard dimensions:</td> <td>Min. 10 x 7 x 0,1 cm</td> </tr> <tr> <td>(length x width x height):</td> <td>Max. 35,3 x 25 x 8 cm</td> </tr> <tr> <td>Maximum weight:</td> <td>1.000g</td> </tr> </table> <p>GENERAL CONDITIONS</p> <ul style="list-style-type: none"> - <u>The sender may not provide the DHL Kleinpaket label or data for label generation to third parties for shipment on behalf of the third party. For the shipment to the sender itself, the DHL Retoure applies.</u> - <u>Shipment notification: No binding commitment by DHL for ensuring the notified delivery day/period.</u> - <u>Drop-off location/neighbor: If delivery to the designated location/neighbor is not possible: delivery of the shipment in line with standard processes.</u> - <u>DHL documents the delivery electronically and provides this information via Track & Trace. Delivery is documented in the following cases:</u> <ul style="list-style-type: none"> - <u>Delivery to a letterbox, P.O. box or Packstation</u> - <u>Delivery to the recipient's address or in a retail outlet, delivery to the recipient's designated neighbor or to a courier service (e.g. "Weg" Service of Deutsche Post AG)</u> - <u>Deposit at the recipient's drop-off location without any attempt made to hand over the shipment in person to the authorized person ("do not ring doorbell"). In the customer account, the recipient may specify that delivery of a shipment to the drop-off location must generally be preceded by a (failed) attempt to deliver the shipment in person to the authorized recipient ("Ring door bell").</u> 	Standard dimensions:	Min. 10 x 7 x 0,1 cm	(length x width x height):	Max. 35,3 x 25 x 8 cm	Maximum weight:	1.000g	Warenpost becomes "DHL Kleinpaket" (small parcel)
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