

CHANGES TO THE AGREEMENT PERTAINING TO THE TRANSPORTATION OF PARCELS

OVERVIEW OF CHANGES TO THE CUSTOMER AGREEMENT AS OF JULY 1, 2026

The agreement pertaining to the transportation of parcels will be amended as of July 1, 2026, as follows:
Contract supplements/adjustments are underlined; deletions are ~~crossed out~~.

ADJUSTMENTS OF THE SERVICE SPECIFICATIONS

Section	Content change	Background
	<u>GENERAL CONDITIONS</u>	
	<u>Valid from July 1, 2026:</u>	
GoGreen Plus	<ul style="list-style-type: none">■ <u>It is the sender's responsibility to verify to what extent the GoGreen Plus logo and the communication materials provided by DHL for promotional purposes comply with legal requirements for environmental claims in communications with its customers, and to what extent the certificates provided by DHL can be used for the customer's environmental footprint and/or its reduction targets.</u>■ <u>The sender may use the GoGreen Plus logo as well as the communication materials provided by DHL for promotional purposes in communications with its customers. The sender must comply with all DHL communication instructions; however, the sender remains solely responsible for adhering to all applicable local and international laws and regulations regarding communication on sustainability measures towards its customers and the admissibility of environmental claims. The sender shall indemnify DHL against any third-party claims in connection with such communication.</u>■ <u>DHL shall not be liable for ensuring that the logos, certificates, or communication materials provided comply with legal requirements concerning environmental claims. This limitation of liability does not apply in cases of intent or gross negligence, for the breach of obligations essential for the proper performance of the contract and on which the sender may regularly rely ("Wesentliche Pflichten"-material obligations), in cases of fraudulent concealment of defects, assumption of a guarantee or procurement risk, liability under the Product Liability Act, or for personal injury (injury to life, body, or health).</u>	<u>Supplement to the General Conditions</u>