

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

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

1. Scope of Application and Contractual Basis
(2) [...] The “Conditions for DHL Paket/DHL Express TI Service” “Transport insurance” brochure also applies.
2 Conclusion of Contracts; Exclusion of Services (Prohibited Goods)
(2) The following shipments are excluded from transport (prohibited goods): [...] <ul style="list-style-type: none"> f. Shipments whose contents, exterior make-up, transport, storage, use or intended use violates applicable legal or public authority prohibition or approval requirements, in particular any export, import, foreign trade, customs or excise regulations of the countries of origin, destination or transit, or require special facilities (e.g., for temperature-controlled goods), safety precautions or authorizations, permits or decisions. These include shipments or goods whose contents violate regulations on the protection of intellectual property, including counterfeit or unlicensed copies of products Shipments whose transport/storage violates a legal or public authority prohibition, g. Shipments whose transport violates external trade restrictions (embargo measures) or which are destined for natural or legal persons subject to sanctions, h. Shipments whose contents violate legal provisions regarding the protection of intellectual property including forged or unlicensed copies of products (counterfeiting); i. Shipments that contain drugs j. [...] k. i. Shipments that contain live animals animal cadavers, human or animal remains including ash (e.g. in urns) and/or living animals and plants, l. j. Shipments, that contain weapons and military goods according to the German Weapons Act (Waffengesetz), especially firearms, or parts thereof, air rifles, replicas or imitations of firearms or ammunition.
6 Liability
(3) Sender’s liability is governed by the applicable statutory law provisions. The Sender is in particular liable for any damage incurred by DHL or third parties due to the shipment of excluded goods subject to Section 2, Paragraph 2, or due to the violation of its obligations subject to Section 3. The Sender shall indemnify DHL from any claims by third parties to the extent that there are no statutory liability limitations and to the extent that DHL is not responsible for these claims. This particularly applies to claims arising from the shipment of goods not permitted for import or export.
7 Insurance
(4) The details of the transport insurance are covered in the „Transport insurance“ brochure “Conditions for DHL Paket/DHL Express TI Service”.
8 Customs Clearance
(2) The Sender shall comply with the applicable customs and foreign trade regulations of the country of departure, transit and destination, including prohibitions and restrictions (VuB).
(23) [...] DHL shall assume no responsibility for the contents of these documents.
(34) [...]
(4) The Sender shall undertake to respect the import regulations of the recipient country in question and shall exempt DHL from all resultant claims if goods not authorized for import are sent.
8 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&C shall be Bonn insofar as this does not conflict with any mandatory statutory provisions. In the case of cross-border transports subject to the CMR, this shall apply as an additional agreement on the place of jurisdiction in accordance with Art. 31 CMR; in the case of Art. 39 CMR, it shall not apply.