

CHANGES TO THE AGREEMENT PERTAINING TO THE TRANSPORTATION OF PARCELS

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

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

1. ADJUSTMENTS TO THE TERMS AND CONDITIONS

Section	Content change	Background
New section 3.5	<u>Additionally, effective from January 1, 2026: If the sender's shipments contain medicinal products, the " Terms and Conditions for the Carriage of Medicinal Products (Paket)" shall apply. These conditions, in the version valid at the time of posting, form an integral part of the contract and can be accessed via the Post & DHL Business Customer Portal at geschaeftskunden.dhl.de in the Support Center under "Terms & Conditions & Contractual Matters".</u>	New Conditions for the Transport of Medicinal Products
Supplement in 4.3	DHL shall notify the Sender of any adjustments to prices. Such adjustments shall be deemed approved in the event that the Sender should fail to lodge an objection against the same within one month of receiving the relevant notification. Otherwise, the agreed prices shall continue to apply. In this case, the Agreement may be terminated <u>fully or partially, the latter regarding the services affected by the price adjustment</u> by either Party giving notice of <u>two (2) weeks</u> to the end of a month. The Sections 4.2 and 4.4 remain unaffected in their scope of application.	Possibility of partial termination of contracts
Supplement in 7.2	The Agreement may be terminated <u>fully or partially, the latter regarding individual service components</u> by either Party giving notice of four (4) weeks to the end of a month. In case of changes to services pursuant to Section 2 of the Agreement, the Agreement may be terminated <u>fully or partially, the latter regarding the services affected by the change</u> by either Party with effect from the date such changes go into effect.	Possibility of partial termination of contracts
Adaption in 8.3	DHL ensures that it maintains appropriate security measures in line with <u>the current version of the</u> International Standard Organization ISO 27001/ 2013 . This is DHL's entire obligation regarding the security of Sender's Information and DHL's IT-systems in connection with Sender's use of DHL's Services. Sender is responsible for maintaining back-up copies of its Information and protecting its own IT-Systems.	Update of the ISO standard; DHL complies with the latest technical security standard

2. ADJUSTMENTS TO ANNEX 1

Section	Content change	Background
DHL Paket and DHL Kleinpaket	<u>Packstation discount (for directly addressed Packstation shipments): Discounting of the base price for shipments directly addressed by the sender (in their 'Checkout') to a Packstation. The discount applies to every shipment that lists a Packstation address on the initial label and is delivered to a Packstation.</u>	Introduction Packstation discount

3. ADJUSTMENTS OF THE SERVICE SPECIFICATIONS

Section	Content change	Background
DHL Kleinpaket	<p>DIMENSIONS/WEIGHT</p> <ul style="list-style-type: none"> - Standard dimensions: Min. 10 x 7 x 0,1 cm - <u>In the following cases, an additional bulky goods surcharge applies:</u> <ul style="list-style-type: none"> o <u>If the shipment exceeds the permissible standard parcel dimensions of DHL Paket</u> o <u>For roll-shaped shipments up to a maximum length of 200 cm and a diameter of 60 cm</u> o <u>For special packaging characteristics (e.g. shipments with loose/loosely lacing and strapping)</u> <p>GENERAL CONDITIONS</p> <ul style="list-style-type: none"> - <u>The label must not be applied over the corner and is not to be used as a closure. The label must be completely affixed to the largest surface of the shipment. The correct label for the respective size must be used.</u> - <u>Reflective foil bags may not be used.</u> 	To maintain the quality level: correct labelling and packaging
Routing code (national)	<p>SERVICE SPECIFICATIONS</p> <ul style="list-style-type: none"> - <u>For DHL Kleinpaket, it must be ensured that the label is completely affixed to the largest surface of the shipment. The correct label for the respective size must be used.</u> 	Affixing of the label on the DHL Kleinpaket
Services for non-delivery: return to sender	<p>SERVICE SPECIFICATIONS</p> <p><u>Senders abandonment: parcel (abandonment of ownership): destruction or sale of the parcel. If possible, free auction or destruction in the destination country. If this is not possible, the shipment will be returned to the sender at its expense.</u></p>	Some countries do not provide disclosure: therefore, return shipping