

CODE OF QUALITY



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DHL
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1. THE CODE OF QUALITY

This document, subject to the obligations imposed by AGCOM Resolution no. 413/14/CONS, aims at providing the public with information regarding the range of services offered by DHL Express (Italy) S.r.l., the terms and conditions for the purchase thereof, the procedures to manage complaints, and conciliation procedures. This document mainly regulates the business relationships between DHL and the occasional Customers. For all those who want to rely on an ongoing service, or sign a subscription agreement, the DHL Express staff are available to help identify and propose the most appropriate and comprehensive contractual, operational, pricing, and commercial solutions.

2. DHL IN ITALY

The DHL Group operates in Italy with the DHL Express, DHL Global Forwarding-Freight and DHL Supply Chain divisions. The Group offers a wide range of services, including the express shipment of documents and small pieces, the freight forwarding of goods with planes, trucks, ships and trains, logistics and storage services, with tailored and specialised solutions.

3. DHL EXPRESS (ITALY) S.R.L.

DHL Express (hereafter, more simply, "DHL"), a worldwide leader in the market of express couriers, has been present in Italy since 1978. It offers a wide range of door-to-door services capable of ensuring the quick delivery of documents and goods all over the world.

4. DHL SERVICES

Express services shall be available for international and national shipments to be delivered by a pre-set time ("time-critical shipment services"), by the end of the first working day after collection, in the first possible day, or in accordance with the Customer's needs.

Below is an account of the international and national services offered by DHL.

4.1 Time-critical shipment services

“DHL EXPRESS 9:00/10:30/12:00 INTERNATIONAL” - main characteristics

a) DHL EXPRESS 9:00 INTERNATIONAL

- Door-to-door delivery of goods and documents by 9:00 am of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 300 kg
- Piece: up to 30 Kg, with max dimensions of: 120x80x80 (cm)
- Pallet: unacceptable
- Available for international and national shipments only from specific origin addresses to main destinations.
- It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

a) DHL EXPRESS 10:30 INTERNATIONAL

- Door-to-door delivery of goods and documents by 10:30 am of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 300 kg
- Piece: up to 30 Kg, with max dimensions of: 120x80x80 (cm)
- Pallet: unacceptable
- Available for international and national shipments only from specific origin addresses to main destinations.
- It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

c) DHL EXPRESS 12:00 INTERNATIONAL

- Door-to-door delivery of goods and documents by 12:00 pm of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 300 kg
- Piece: up to 70 Kg, with max dimensions of: 300x120x160 (cm)
- Pallet: up to 300 Kg, with max dimensions of: 120x100x160 (cm)
- Maximum 3 pallet or 99 pieces per shipment
- Available for international and national shipments only from specific origin addresses to main destinations.
- It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

4.2 "EXPRESS WORLDWIDE" Service - main characteristics

- Door-to-door delivery of goods and documents by the end of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 1000 kg
- Piece: up to 70 Kg, with max dimensions of 300x120x160 (cm)
- Pallet: up to 1000 Kgs with max dimensions 120x100x160 (cm)
- Maximum 3 pallet or 99 pieces per shipment
- Available for destinations in more than 220 countries of the World and throughout the national territory. It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

4.3 Time-critical shipment services

"DHL EXPRESS 9:00/10:30/12:00 DOMESTIC" - main characteristics

a) DHL EXPRESS 9:00 DOMESTIC

- Door-to-door delivery of goods and documents by 9:00 am of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 300 kg
- Piece: up to 30 Kg, with max dimensions of: 120x80x80 (cm)
- Pallet: unacceptable
- Available for national shipments only from specific origin addresses to main destinations. It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

a) DHL EXPRESS 10:30 DOMESTIC

- Door-to-door delivery of goods and documents by 10:30 am of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 300 kg
- Piece: up to 30 Kg, with max dimensions of: 120x80x80 (cm)
- Pallet: unacceptable
- Available for international and national shipments only from specific origin addresses to main destinations. It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

c) DHL EXPRESS 12:00 DOMESTIC

- Door-to-door delivery of goods and documents by 12:00 pm of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 300 kg
- Piece: up to 50 Kg, with max dimensions of: 120x80x80 (cm)
- Pallet: up to 300 Kg, with max dimensions of: 120x100x120 (cm)
- Maximum 1 pallet or 99 pieces per shipment
- Available for national shipments only from specific origin addresses to main destinations. It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

4.4 "EXPRESS DOMESTIC" Service - main characteristics

- Door-to-door delivery of goods and documents by the end of the first working day after collection, or in the first possible day, depending on transit distance.
- Shipment: up to 300 kg
- Piece: up to 50 Kg, with max dimensions of: 120x80x80 (cm)
- Pallet: up to 300 Kgs with max dimensions 120x100x120 (cm)
- Maximum 1 pallet or 99 pieces per shipment
- Available throughout the national territory. It is possible to check service availability and transit times at the following website: <http://dct.dhl.com>
- A delivery notice service is available subject to prior request to the DHL Customer Service.

4.5 "SAME DAY" Service - main characteristics

- Carriage with dedicated means and drivers specialising in door-to-door deliveries in the shortest time possible or in a specific day agree with the Customer.
- Available for tailored and dedicated shipments, both internationally and nationally.
- Immediate reaction and flexible organisation.
- Service adjustable to any need of the Customer
- Dedicated network
- Shipment: up to 24,000 Kg, with a max volume of: 33 pallets
- Piece with max dimensions of: 120x80x240 (cm)

To use this service, Customers shall get in touch with the DHL Customer Service to agree the times, costs, modalities, and conditions for the provision of the service.

4.6 "OPTIONAL" Services - main characteristics

Besides the various value added services which already characterize DHL's portfolio, DHL shall ensure the availability of a number of optional services to meet every need Customers may have. Below is a list of some of the relevant services and their availability. Limits, costs, and conditions of sale/applicability are available at www.dhl.it through the following link: http://www.dhl.it/it/express/servizi_opzionali.html

a) Insurance

DHL shall make insurance services available to its Customers to insure the value of the goods and provide insurance coverage for the losses and damage that may occur to international and national shipments during carriage.

b) Delivery on Saturdays

Available for main Italian and international destinations after checking with the DHL Customer Service.

c) Non-standard collection and delivery

This service enables collection and delivery outside standard time schedules, and it is available for both international and national shipments. It is possible to check transit times available for each destination by contacting the DHL Customer Service.

d) Extended Liability

In the case of loss or damage, a refund of €400 shall be payable subject to an increase of €4. This service shall apply only to the shipments of documents coming from, or intended for, non-EU Countries. The refund may not be cumulated with any other compensation/indemnification amounts and the service shall not be available for the time-critical shipments under art. 4.1 above.

4.7 "CUSTOMS" Services: main characteristics

DHL shall facilitate the fulfilment of all the customs formalities provided for import and export, through pay-for customs services. Description, limits and conditions shall be found at www.dhl.it through the following link:

http://www.dhl.it/it/express/assistenza_doganale/customs_services.html

Below is an account of some of the services we offer.

a) Import of goods subject to health clearance

This service involves the management of relationships with third party entities to apply for the health "clearances" or for the additional permits necessary to import goods in Italy.

b) Revision of customs certificates

This service shall include the submission, to Customs, of the requests for the revision of the assessment of customs certificates.

c) Advance payment of duties and taxes charges

In the event of shipments subject to the payment of customs charges, to accelerate the delivery of non-EU shipments, DHL, in addition to managing customs clearance practices, shall also pay in advance in favour of Customs (on behalf of the receiver) the amounts of duties and taxes, which shall then be refunded by the receiver. In view of its business and taking account of the financial risk involved, DHL shall apply an administrative increase, which shall vary depending on the amount paid in advance.

5. TERMS AND CONDITIONS FOR THE PURCHASE OF SERVICES

5.1. Purchase of DHL services

The Customer may purchase DHL services through the following channels:

- by contacting the DHL Customer Service to 199.199.345¹;
- through the Internet, in the "Get a price and compare our services" section in the "Online shipment" area accessible through:
https://www.mydhl.dhl.com/mydhl/appmanager/smep/customerDesktop?_nfpb=true&_pageLabel=smep_portal_page_login&nfto=false
- at DHL Service Points, by checking the complete list of points of sale through:
http://www.dhl.it/it/express/spedire/sedi_service_points.html

5.2 Pricing

The price of the shipment shall depend on shipment dimensions, weight (actual or volumetric) and destination. To calculate the shipment's volumetric weight, please refer to the "Calculate the Volumetric Weight" tool available at http://www.dhl.it/en/tools/volumetric_weight_express.html

¹ Max cost of 14.49 cents / min for land-line calls, and 48.8 cents / min for mobile calls, with an answer charge of 15.75 cents

Prices and price increases are available at www.dhl.it through the following link http://www.dhl.it/en/express/resource_center/express_downloads.html#shipping in the "Services and Pricing Guide" section.

5.3 General conditions of carriage

All DHL shipments shall be subject at any time to the limits and conditions set forth in the "General Conditions of Carriage" accessible through the following link:

http://www.dhl.it/content/dam/downloads/g0/express/shipping/terms_conditions/international/terms_conditions_of_carriage_it_en_2016.pdf

5.4 Refund in the case of delay

Transit times are only indicative and, as such, they are not binding for DHL. Time-critical services (indicated in art. 4.1 above) shall benefit from the specific "Money Back Guarantee", whose limits and conditions are available at

http://www.dhl.it/content/dam/downloads/g0/express/shipping/terms_conditions/mbg/money_back_guarantee_terms_and_conditions_en.pdf

5.5 Refund in the case of loss/damage

5.5.1 International Shipments

Save for what is provided for the services subject to different refund limits, the compensation for any loss or damage, regardless of how it has occurred, payable by DHL shall be limited to US\$ 26 per Kg, up to a maximum of 100 US\$ (€80). The refund warranty shall not include the damage or losses occurred as a consequence of events beyond DHL's control, as provided for by art. 9 of DHL General Conditions of Carriage available at http://www.dhl.it/content/dam/downloads/g0/express/shipping/terms_conditions/international/terms_conditions_of_carriage_it_en_2016.pdf.

5.5.2 National Shipments

Save for what is provided for the services subject to different refund limits, the compensation for any loss or damage, regardless of how it has occurred, payable by DHL shall be limited to €1 per Kg, up to a maximum of €30. The refund guarantee shall not include the damage or losses occurred as a consequence of events beyond DHL's control, as provided for by art. 9 of DHL General Conditions of Carriage available at http://www.dhl.it/content/dam/downloads/g0/express/shipping/terms_conditions/international/terms_conditions_of_carriage_it_en_2016.pdf.

6. COMPLAINTS

DHL shall accept complaints for service disruptions through all Customer Care channels, in particular:

- the **online** form available *Monday to Friday from 8:30 am to 6:30 pm* at www.dhl.it through the following link: http://www.dhl.it/it/contact_center/contatti_express.html
- the **online** chat available *Monday to Friday from 8:30 am to 6:30 pm* at www.dhl.it through the following link: http://www.dhl.it/it/contact_center/contatti_express.html

DHL shall handle the complaints submitted within the limits of DHL General Conditions of Carriage or those provided for by the special terms applicable to specific services.

6.1 Submission of complaints

Any complaint must be submitted, subject to forfeiture, within:

- 7 calendar days of the date of delivery in the case of hidden damage affecting the shipments insured through DHL
 - 14 calendar days of the date on which the piece is collected for those complaints regarding delays on the shipments subject to the "Money Back Guarantee" (see link http://www.dhl.it/content/dam/downloads/g0/express/shipping/terms_conditions/mbg/eu/money_back_quarantee_terms_and_conditions.pdf)
- 30 calendar days of the date on which the piece is collected for all the other types of complaint.

6.2 Managing complaints

Regardless of the communication channel used by the Customer, the complaint or report of potential disruption shall be managed by the DHL Customer Service, which shall collect all the information and register the complaint on a special corporate information system.

Any damage compensation/refund, which shall in no event depart from what is provided for by the General Conditions of Carriage or from the specifications relating to the products purchased, shall be paid directly to the paying Customer, unless otherwise, specifically requested by the latter.

6.3 Reaction time frames and procedures

The company undertakes to manage the complaint, notify the outcome thereof to the Customer, and proceed with the refund, if any, within 45 working days of the receipt of the complaint by DHL.

In the case the complaint is rejected, the answer shall be given in writing (within the same terms indicated above) and must be adequately motivated, with details of the investigations carried out.

7. CONCILIATION PROCEDURE

In the case of no answer or unsatisfactory answer, the Customer may submit a request for conciliation pursuant to art. 3 of the AGCOM Regulation approved through Resolution no. 184/13/CONS (available at www.agcom.it).

Should the Customer find the outcome of the conciliation unsatisfactory, then the Customer may ask AGCOM to resolve the dispute pursuant to art. 6 of the above-mentioned

Regulations. The request to ask the Communications Supervisory Authority (*Autorità per le Garanzie nelle Comunicazioni*) for the resolution of the dispute must be submitted by using the CP form available on the Authority's official website (www.agcom.it).

The Customer shall remain entitled to seize the Court regardless of the submission of the complaint and of the request for conciliation or, alternatively, the Customer may resort to out-of-court methods to resolve the dispute pursuant to Legislative Decree no. 28/2010

8. ACCESS RIGHT

DHL warrants to each user the right to access the information regarding them of which DHL is in possession. DHL also warrants the access rights of the data subject pursuant to Legislative Decree no. 196 of 30 June 2003.

The complete information notice is available at <http://www.dhl.it/en/legal.html> - "Privacy & Cookie" section.