

# DHL Global Forwarding Terms & Conditions

(Valid as of 20 Apr. 2026)

## General Conditions

- DHL Global Forwarding, the freight forwarding business unit of DP DHL Group and all its subsidiaries and affiliates, may choose to fulfill any contractual obligation, using any carrier or subcontractor and routing at its sole discretion, unless otherwise agreed in writing.
- Transit times indicated are estimates and actual transit times may differ according to carrier schedules. Further, such indicated transit times do not reflect delays due to export control or customs clearance processes and are applicable to working days only.
- Total charges offered do not include insurance coverage, unless explicitly mentioned. In case no explicit insurance product is agreed, DHL Global Forwarding's liability is limited to the Standard Trading Conditions defined below and/or the conditions as printed in the Bill of Lading resp. Air Waybill.
- DHL Global Forwarding strives to be fully compliant at all times with the prevailing rules and regulations for carriage of dangerous/hazardous cargo. In this regard, we work with our customers and carrier partners to ensure all dangerous/hazardous cargo is correctly declared at the time of booking the shipment and prevent any mis-declaration of dangerous/hazardous cargo. In the event that DHL Global Forwarding's customers mis-declare dangerous/hazardous cargo to be non-dangerous/non-hazardous cargo, all penalties, costs, consequences and liabilities of this mis-declaration will be passed on to the customer.
- DHL Global Forwarding's offers and quotations provide the estimated charges for the shipment specified therein based on their dimensions, weight, mode of transport, shipper/consignee, Incoterms, and pick-up and delivery location. Charges and transit time might differ in case the actual shipment is different from what is specified in the offer/quotation.
- This offer is based on regular operations and normal market conditions. In light of the present geopolitical instability and/or if an event occurs that is beyond DHL Global Forwarding's reasonable control, DHL may, acting reasonably and without incurring any liability, (a) withdraw the offer in whole or in part, and/or (b) adjust the offer to align with applicable market rates and circumstances.
- Exchange rates used in DHL Global Forwarding's offer/quotations are only valid at the time of quoting. Charges will be converted to invoice currency based on current exchange rates which may be subject to an uplift. For shipments on "collect" basis, additional surcharges may apply.
- "Force Majeure" means in relation to either Party, any circumstances beyond the reasonable control of that Party, including, without limitation, acts of God, compliance with any acts of any governmental or other authority, including orders or directives of customs, police or other national, state or local authorities restricting travel or commerce, war or national emergency, riots, civil commotion, acts of terrorism, piracy, fire, explosion, flood, criminal acts, any information security-related threats including cyber-attacks, severe weather conditions, epidemic, pandemic, lock-outs, strikes and other industrial disputes (in each case whether or not referring to that Party's or subcontractors' workforce), shortage of labor, materials and services and inability or delay in obtaining supplies. If, by reason of a Force Majeure event, DHL determines its ability to service Customer's business (and fulfill all or any part of DHL's obligations under this Agreement) requires it to incur additional costs, or provide additional services related thereto, then DHL shall promptly communicate such to Customer. Customer and DHL shall then confer and agree on all such costs which have been or will be incurred for Services affected by the Force Majeure event, and additional services to be provided as a consequence, before DHL is obliged to continue with the Services or additional services. DHL shall exercise all commercially reasonable efforts to avoid and/or mitigate such additional costs or services.
- Any contract concluded on the basis of this quotation can be terminated by either party at any time with at least 25 working days prior written notice.
- DHL Global Forwarding's offers/quotations are for informational purposes only, and therefore are not binding.
- DHL GLOBAL FORWARDING ensures that it maintains appropriate security measures in line with International Standard Organization ISO 27001/2013. This is DHL GLOBAL FORWARDING's entire obligation regarding the security of Customer's Information and DHL GLOBAL FORWARDING's IT-systems in connection with Customer's use of DHL GLOBAL FORWARDING's Services. Customer is responsible for maintaining back-up copies of its Information and protecting its own IT-Systems.

## Special Conditions for Air Freight

- All charges and services offered by DHL Global Forwarding are subject to DHL Global Forwarding's Standard Trading Conditions and House Air Waybill Terms (please refer to the link below):  
<https://www.dhl.com/content/dam/dhl/global/dhl-global-forwarding/documents/pdf/glo-dgf-hawb-terms.pdf>
- Our Airfreight Quotes must be accepted by the customer within 7 calendar days of quote submission.
- DHL Global Forwarding's offer is based on acceptance on passenger flights. In case freighter service is required, due to either shipment characteristics, or fulfillment of security regulations from the authorities, additional charges may apply.

- "Freight charges" as well as "Origin & Destination charges" will be charged based on chargeable weight which is the greater of gross or volumetric weight. Volumetric weight is determined using a factor of 1:6, meaning, for instance, a volume of 1 cubic meter has an equivalent volumetric weight of 166.67 kilograms (referred to in the quotation as "density ratio").
- All charges quoted are only applicable and valid for stackable, general cargo (no dangerous goods, no high-value, no temperature controlled, no perishables, no special handling requirements, not consist of or contain personal effects nor is being shipped from/to natural persons), not exceeding 2,000 kilogram chargeable weight per shipment, unless explicitly stated otherwise.
- If the sender or its loading facility is not certified as a "known consignor" by local authorities, the dispatch shall be submitted to an X-ray examination before being transported by plane or other local security screening may apply. This may result in additional costs for the freight payer.
- DHL Global Forwarding will apply fuel and security surcharges as effective at date of shipment based on chargeable weight. Surcharges will be applied as per DHL GLOBAL FORWARDING origin standard and adjusted in line with market development.
- Rates are based on known shipper/consignor status as defined by the local authority/regulatory body (United States Transportation Security Administration, Transport Canada, etc.).

### Special Conditions for Ocean Freight

- Danmar Lines is DHL Global Forwarding's in-house carrier. All charges and services offered under DHL Global Forwarding and/or Danmar Lines are subject to DHL Global Forwarding's Standard Trading Conditions, Danmar Lines' Standard Conditions respectively (please refer to the link below):  
([https://www.dhl.com/content/dam/dhl/global/dhl-global-forwarding/documents/pdf/glo-DHL\\_Global\\_Forwarding-danmar-terms-and-conditions.pdf](https://www.dhl.com/content/dam/dhl/global/dhl-global-forwarding/documents/pdf/glo-DHL_Global_Forwarding-danmar-terms-and-conditions.pdf))
- Unless otherwise explicitly agreed, all charges quoted are only applicable and valid for general cargo (no dangerous goods, no high-value cargo, no temperature controlled, no perishables, no special handling requirements); cargo needs to be seaworthy and in gauge. In addition, LCL cargo must be stackable, not oversized (less than 5.8m length, less than 2.2m in width and height), weigh less than 2,500 kilogram per piece, for shipments ex Asia Pacific not exceed a shipment volume of 20 cubic meters, not exceed a shipment weight of 10,000 kilogram, for Americas and EMEA not exceed a shipment volume of 30 cubic meters, not exceed a shipment weight of 15,000 kilogram, and not consist of or contain personal effects.
- For quotes covering dangerous goods pricing, our pricing offer applies to the below classes, unless otherwise specified:
  - IMO class 3 Inflammable Liquids à Excluding the following: UN3256; UN3258; Elevated temperature liquids and solids
  - IMO class 6.1 Poisonous (toxic) substances
  - IMO class 8 Corrosives
  - MPA/PSA group 3
  - IMO class 9 Miscellaneous dangerous substances → Excluding the following: UN3256-UN3258, Elevated temperature liquids and solids; UN3090, Lithium Metal Batteries; UN3480, Lithium Ion Batteries/Lithium-ion Polymer Batteries; UN3496, Batteries, Nickel Metal Hydride; UN 2212, 2590, 2315, 3151 and 3152
- Any quote covering dangerous goods pricing is always subject to separate approval upon booking and shipment.
- For quotes covering temperature controlled cargo, our pricing offer does not apply to the below commodities, unless otherwise noted:
  - Chemicals hazardous or harmless; Hazardous cargo; Pharmaceutical products (incl. blood plasma); High Value Cargo (cargo values higher than USD 500K per container) / AMER +USD 200K per shipment; Controlled Atmosphere; Cold Treatment; Restricted reefer commodities, e.g., ammonium, tetramethylammonium, hydroxide, raw rubber, mint/menthol, phenol; Fertilizer, lime split, albuminous substances, modified starches, enzymes.
- With the exception of lanes inbound/outbound USA, due to the volatile market this quotation has a validity for booking a shipment with us of 7 calendar days starting with the first day of the quote's validity. After this timeframe the quote becomes invalid. This enables you to arrange booking(s) for available space and equipment within the rate validity quoted.
- Due to volatile market fluctuations, our FCL offers from Asia Pacific –Americas region are valid within the timeframe submitted with each offer and subject to acceptance within three (3) calendar days of our quotation date.
- USA: Due to FMC regulations, on lanes inbound/outbound USA, cargo must be received by DGF within the validity period of the quote. Otherwise DGF reserves the right to review the offered pricing and issue a new quote for customer's review and acceptance. For FCL shipments, cargo is deemed received when the last container of a consignment is in-gate at the container yard or, where DGF is picking up from the customer, when the last container of the consignment is loaded from the customer's pickup location. For LCL shipments, cargo is deemed received when the last item of a consignment is in-gate at the CFS station or, where DGF is picking up from the customer, when the last item of the consignment is loaded from the customer's pickup location.
- LCL "Freight charges and Origin & Destination charges" will be charged based on chargeable weight, which is the greater of gross or volumetric weight. For LCL cargo volumetric weight is determined using a factor of 1:1, meaning, for instance, a volume of 1 cubic meter has an equivalent volumetric weight of 1,000 kilograms (referred to in the quotation as "density ratio").

- LCL " Pickup and Delivery charges" will be charged based on chargeable weight, which is the greater of gross or volumetric weight. For LCL cargo volumetric weight is determined using a factor of 1:3, 1:1 or any other density ratio according to each country's specification.
- All LCL charges can be subject to a minimum shipment size. The minimum is 1 cubic meter, unless explicitly specified otherwise.
- For FCL pickup and delivery, the weight per container (load + tare) must not exceed the maximum payload as per country regulations and equipment specifications. Failure to comply may result in additional charges or refusal to transport by DHL Global Forwarding.
- The International Maritime Organization (IMO) amended the Safety of Life at Sea Convention (SOLAS) to rule that all containers must be weighed prior to entering at Gate-in or loading onto a vessel. Verification of the weight is the responsibility of the shipper. The confirmed gross mass must be notified by the shipper by means of the enclosed SOLAS - Verified Gross Mass Submission Template [dhl-glo-dgf-solas-verified-gross-mass-submission-template.pdf](#) at the latest upon handover of the container. The principal or charterer shall be liable (irrespective of fault) for all pecuniary disadvantages in connection with an omitted, incorrect or incomplete disclosure of the VGM and shall immediately release DHL Global Forwarding from all claims, expenses etc. in connection with an omitted, incorrect or incomplete disclosure of the VGM upon request. The liability of DHL Global Forwarding in connection with all damages related to an omitted, incorrect or incomplete disclosure of the VGM is excluded. In the event of omitted, incorrect or incomplete notification of the VGM, DHL Global Forwarding is entitled to refuse or stop loading or onward transport, unload or temporarily store the container at the expense of the customer. Actual weighing charges will subsequently be added to our pricing offer and charged as applicable at time of shipment per country.
- All surcharges (including Bunker Adjustment Factor (BAF), Currency Adjustment Factor (CAF), Low Sulphur Surcharge (LSS), IMO 2023 Compliance Cost Surcharge, ETS - Emissions Trading Scheme and Emission Control regulated Carrier Surcharge, War Risk Fee Seasonal Surcharges, Emergency Cost Recovery Surcharges, etc.) are subject to fluctuation. DHL Global Forwarding shall pass on any surcharges charged by a carrier in relation to customer's shipments. DHL Global Forwarding will cease or reduce the surcharge as soon as it is ceased or reduced by the applicable carrier. As to the IMO Cost Compliance Surcharge, as of January 1st, 2024 this new regulation will come into effect by the IMO which requires all ocean carriers to further reduce emissions in response to climate change. Should the IMO not be ready to implement this surcharge as of Jan. 1, 2024, for Exports from and Imports to the European Union the Emissions Trading Scheme and Emission Control regulated Carrier Surcharge (ETS) will be applicable instead.
- Bill of Lading fees shall be applied on a per shipment basis. Should a shipment require to be split into several Bill of Ladings for any reason, DHL Global Forwarding reserves the right to charge respective fees based on the number of Bill of Ladings issued.
- Demurrage, detention and port storage free time will be as per carrier standard; additional charges may apply.
- For shipments for which DHL Global Forwarding is contracted for import services only, we need to receive one endorsed original bill of lading, a packing list and the commercial invoice by mail, if not agreed otherwise, before the ocean-going vessel reaches the destination port.
- When DHL Global Forwarding is acting in the capacity of a non-vessel-operating common carrier (NVOCC), these terms and conditions shall also constitute a Negotiate Rate Arrangement (NRA) as defined by the Federal Maritime Commission (FMC).  
**THE SHIPPER'S BOOKING OF CARGO AFTER RECEIVING THE TERMS OF THIS NRA OR NRA AMENDMENT CONSTITUTES ACCEPTANCE OF THE RATES AND TERMS OF THIS NRA OR NRA AMENDMENT.**

#### Rates, Prices, Invoices

- The rates are exclusive of but not limited to, all applicable taxes - especially value-added tax (VAT), duties, outlay fees, fumigation, inspection, storage, demurrage, detention, quarantine, bonded trucking or warehousing, escort, issue of export declaration, handover charges to third parties, handling beyond normal business hours, extra waiting hours, use of special equipment or services (e.g. special transport services, reefer plug-in / monitoring), re-icing or dry ice replenishment fees, courier fees, insurance fees, third party billing, government-related charges, other statutory charges, costs for (un)loading, blocking, bracing and cleaning of the container, sorting, (de)palletizing, assembling, re-packing, separately processed x-ray checks, hand search, sniffing etc.
- All charges and services offered are subject to (vessel) space and equipment availability and unhindered routes of transportation.
- Pickup and/or delivery charges are based upon standard services and equipment, and the quoted charges do not apply for bonded truck service and are only applicable for regular business hours, if not otherwise agreed. Fuel surcharges are subject to change.
- Collection and delivery costs specified in this quotation refer to the specified collection and delivery point only. Should collection and/or delivery points not be specified or be different the standard DHL Global Forwarding tariff for such service applies.
- In case of shipment 'no show', DHL Global Forwarding reserves the right to charge a 'no show fee'.
- Any customs clearance fee for standard import & export declarations covered in the quotation includes up to three (3) HS codes (lines), any additional HS code will be charged as "additional line". For any other customs related services, beyond standard import and export declarations, additional fees apply. If required by the customer, and allowed as per country legislation, that customs duties, taxes and advances are paid by DHL Global Forwarding, they shall be reimbursed by customer within 5 days from invoice date and are subject to a 4% disbursement fee with minimum EUR 20. For imports into US a minimum of USD 75

applies. Any third party fees charged to DHL Global Forwarding (e.g. Port Handling, Terminal Charges and Storage) will be invoiced at cost.

Any invoice shall be payable upon receipt, except if agreed otherwise in writing. We shall reserve the right to request payment in advance.

#### **Important information regarding wood packaging material:**

From 1 January 2021, all wood packaging material (including pallets, boxes and crates) moving in both directions between the UK and the EU must meet the ISPM15 international standards. Non-compliance may lead to delays and penalties, so please ensure that you ship your goods using compliant products.

#### **Situation in Russia, Belarus**

The situation in the eastern Europe region continues to impact all modes of transport in the transport industry. Consequently, DHL Global Forwarding's inbound services to Russia and Belarus have been suspended until further notice. This includes all modes of transport (inbound), any import shipments and customs clearance. Current restrictions (e.g. closure of air space) may impact cargo capacity, routing and other operational matters. These conditions are outside of our reasonable control, and we therefore reserve the right to modify our services in terms of routes, rates and transit times, and to apply surcharges.

#### **Situation Sudan**

The armed conflict in Sudan is impacting all modes of transport in the transport industry, and particularly shippers' cargo and supply chain, and carriers are refusing to accept any freight in or out of Sudan. Consequently, DHL Global Forwarding have temporarily suspended all shipping and related services to and from Sudan until further notice. This includes all modes of transport, any import/export/transit shipments and customs clearance.

Furthermore, these unforeseen events may impact cargo capacity, routing and other operational matters. These conditions are outside of our reasonable control, and we therefore reserve the right to modify our services in terms of routes, rates and transit times, and to apply surcharges arising as a consequence of the situation in Sudan.

#### **Situation in Israel**

The situation in Israel continues to impact all modes of transport in the transport industry. This includes all modes of transport, any import/export/transit shipments and customs clearance. Current restrictions (e.g. closure of air space) may impact cargo capacity, routing and other operational matters. These conditions are outside of our reasonable control and we therefore reserve the right to modify our services in terms of routes, rates and transit times, and to apply surcharges.

#### **Emergency Cost Recovery Surcharge (ECRS)**

As a result of the conflict in the Red Sea, that has caused many ships to be diverted or docked in safe waters and increased costs for shipping and logistics activities, an Emergency Cost Recovery Surcharge (ECRS) will apply on all trades affected.

The surcharge has been implemented as of January 1<sup>st</sup>, 2024. As the situation is dynamic, we will be updating the surcharges and publishing updates [on our website](#).

#### **Compliance to Export Control – Sanctions – Dangerous Goods**

The Shipper shall ensure compliance with all applicable export control and sanctions laws and regulations ("Export Laws") and warrants in particular that:

- (i) Neither Shipper, any holding company, agents, Consignee or any other third party directly contracted by Shipper for the delivery of the shipment are listed on any applicable sanctions lists as a denied or restricted party;
- (ii) The delivery of the Shipment to its final destination, any known end-user and end-use do not constitute a breach of any applicable Export Laws;
- (iii) Shipper will inform DHL Global Forwarding should the shipment be subject to any applicable sanction and/or export/re-export restrictions under applicable Export Laws
- (iv) Shipper has obtained all necessary permits, licenses or other government authorizations required for the delivery of the shipment to its final destination and end-use.

Shipper shall provide DHL Global Forwarding with all information, including permits and licenses, required by applicable Export Laws to permit DHL Global Forwarding to further the delivery of the shipment to the final destination country. DHL Global Forwarding strives to be fully compliant at all times with the prevailing rules and regulations for carriage of dangerous/hazardous cargo. In this regard, we work with our customers and carrier partners to ensure all dangerous/hazardous cargo is correctly declared at the time of booking the shipment and prevent any mis-declaration of dangerous/hazardous cargo. In the event that DHL

Global Forwarding's customer mis-declare dangerous/hazardous cargo to be non-dangerous/non-hazardous cargo, all penalties, costs, consequences, and liabilities of this mis-declaration will be passed on to the customer.

### **Compliance to Shipment Information**

Customer shall be responsible for compliance with legal requirements concerning the timeliness, completeness, and accuracy of shipment information. Customer recognizes that late, incomplete or incorrect information may have serious effects resulting in heavy fines by governmental or regulatory authorities. Customer shall indemnify DHL GLOBAL FORWARDING for any fines, penalties, losses, costs and damages that DHL GLOBAL FORWARDING or a third party (such as another DHL GLOBAL FORWARDING's shipper) may incur due to late, incomplete or inaccurate information provided by customer, who shall additionally be passed on proportionately any governmental or regulatory organization practices, surcharges, procedures or regulations, unknown at the time of proposal and imposed during the rate validity period.

### **Code of Conduct**

Parties shall act in accordance to applicable laws and regulations and own Codes of Conduct. (Deutsche Post DHL Code of Conduct).

### **Confidentiality and Data Protection**

Proposal and rates are confidential. Neither party shall disclose or publicize the existence or content of the proposal without prior consent of the other party.

DGF is entitled to process data transmitted by the Customer insofar as this is required for the fulfillment of the contract or to ensure compliance with its own legal obligations. Furthermore, DGF points out that it may be legally obliged to notify personal data or shipment data to courts and authorities. The customer permits DGF to use its email address in order to provide it with information on new offers. The Customer may at any time withdraw such permission free of charge by email to the following address [customerdataprotection@dhl.com](mailto:customerdataprotection@dhl.com).

The Customer ensures that it has complied with its legal obligations in relation to personal data provided to DGF including consignee data as may be required for transport, delivery and logistics services, such as e.g. name, address, email, and phone number. The Customer shall inform consignees about the processing of their personal data for the abovementioned purposes including processing for proof of delivery. In case of unauthorized disclosure of personal data by the Customer to DGF, the Customer indemnifies DGF upon first written demand from all claims asserted by third parties, in particular by recipients, as far as DGF processes the data in accordance with the contract. DGF will maintain data protection in accordance with applicable laws. Further details are available in our Privacy Notice [Privacy Notice | MyDHLi | Global](#)

### **Standard Trading Conditions**

Our Standard Trading Conditions are the Austrian Freight Forwarders' Standard Terms and Conditions ([AÖSp](#)), as amended from time to time, provided there are no opposing mandatory provisions (e.g. CMR, WA, MC, CIM), however, with the following limitations: in the event of destruction, loss, damage or delay of freight in the course of international carriage of goods by means of aircraft for money, liability is based exclusively on the 1999 Montreal Convention, as amended from time to time. Liability amounts higher than maximum liability amounts provided in the MC and waivers of maximum liability amounts cannot be stipulated effectively. The maximum amounts of liability of the MC therefore apply without exception to any degree of negligence.

An agreement on a statement of value or a statement of interest is not possible in any case without exception. We expressly object to any kind of statement of value or statement of interest, particularly to such statement that could increase the maximum liability amounts provided in international conventions. We expressly indicate that any disclosure of an order value, value of goods (etc.) - by whatever means (in bills, orders, bills of lading, offers) - in no case shall lead to an agreement of a statement of value or a statement of interest, even if no explicit objection was raised by DHL Global Forwarding (Austria) GmbH.

Where a transport document (Bill of Lading or Air Waybill) is issued, the terms and conditions evidenced in such transport document shall be paramount before the Standard Trading Conditions.

Due to the applicable liability limitations, we recommend that you take out transport insurance.

The applicability of terms and conditions of customer is excluded.

All contracts concluded by DHL Global Forwarding (Austria) GmbH shall be governed by Austrian law, excluding the UN Convention on Contracts for the International Sale of Goods and conflict of laws provisions. The exclusive place of jurisdiction shall be the Commercial Court with subject-matter jurisdiction for 1010 Vienna.

## **Additional Provisions:**

### **Loading Means:**

The weights of the loading equipment (e.g. pallets, collars, pallet cages) are subject to freight charges. In principle, no exchange of loading equipment shall be deemed to have been agreed.

All loading equipment, including containers, must be returned in a clean (swept clean) and undamaged condition. Furthermore, all packaging material and any labels attached by the shipper must be removed. Repairs as a result of damage to or cleaning of the loading equipment will be charged to the client or the party responsible in accordance with the list of charges.

### **ISPM15 :**

More and more countries are implementing the International Phytosanitary Standard for Wood Packaging ISPM15. The shipper is responsible for the correct packaging. To avoid delays and costs by additional fumigation we recommend you to make sure together with the shipper that the wood package norms are kept. For more Information visit: <http://www.wko.at>

### **US Air Remarks:**

- All cargo must be delivered loose or overpacked and the actual number of pieces must be indicated on the documents.
- Each piece must be labeled or marked with a name and address of both shipper and consignee.
- As directed by the TSA, all cargo tendered for air transport is subject to inspection.
- Unless otherwise stated, rates are based on known shipper/consignor status as defined by the United States Transportation Security Administration. Should shipper/consignor status with TSA be unknown at time of shipment, these rates will be revised.
- For more info: <https://www.tsa.gov/for-industry/cargo-programs>

DHL Global Forwarding (Austria) GmbH