

DHL FREIGHT EURAPID

Specific Trading Conditions

0. General

For the cross-border product DHL FREIGHT EURAPID, in addition to our general Terms and Conditions ("General Terms"), these Eurapid Terms apply which have precedence over our General Terms where applicable. For shipments which comply with these Eurapid Terms, the agreed transit times are binding, subject only to the applicable exclusions below.

In case the shipment does not comply with these Eurapid Terms, DHL Freight may ask for instructions and a surcharge may be applied. If DHL Freight decides not to ask for instructions for any reason or if no instructions are received from the Customer within a reasonable period of time, DHL Freight will treat the shipment as a standard DHL FREIGHT EUROCONNECT shipment, against the applicable rates and with non-binding standard lead times, as long as the shipment complies with our General Terms.

Goods with a value of more than € 50,000 per package and € 100,000 per shipment must be pre-advised by Customer as they are not permitted for carriage without DHL's prior express written consent, and any such high value shipments may be subject to an extra charge, which DHL will inform Customer of prior to pick-up. Such notification shall not increase DHL's liability, which remains strictly limited by our General Terms.

1. DHL FREIGHT EURAPID service scope

DHL FREIGHT EURAPID service is available only from specified locations to specified post code destinations (or towns where no post codes are available). The geographic scope of DHL FREIGHT EURAPID (and the more limited scope of the Pre-12 delivery option) can be found in the DHL Freight Lead Time Calculator at : www.dhl.com/ltc

2. DHL FREIGHT EURAPID maximum shipment weight and dimensions

- Maximum weight per shipment: 2.500 kg (chargeable weight);
- Maximum measures per item: 240 cm length, 120 cm width, 220 cm height;
- Maximum weight per item: 1.000 kg (gross weight).

3. DHL FREIGHT EURAPID Service conditions

- DHL Freight is only obliged to deliver the goods within the agreed transit times if the following conditions are fulfilled:
- Reasonable traffic conditions;
 - Shipments must be ready for pick up at the agreed pick-up time during standard working hours (Monday to Friday 08:00–18:00 hrs). Upon specific Customer request and when the booking is made before 12:00pm, shipments can be collected on the day of booking. The same day pick-up areas and respective latest booking times are determined by each DHL Freight branch.*
 - Recipient must accept delivery of the shipment during standard working hours, immediately after truck arrival at his premises;
 - Shipment must be clearly pre-advised and marked by Customer as a DHL FREIGHT EURAPID shipment.
 - Customs requirements at clause 7 must be met.

4. DHL FREIGHT EURAPID transit times

The DHL FREIGHT EURAPID transit time commences with collection from the consignor and ends with delivery at the consignee. This takes account of weekends, bank holidays (with the exception of bank holidays in countries where no transshipment takes place*) and planned seasonal limitations but does not consider unplanned seasonal limitations or other influences to transport operations, such as customs delays or severe disruptions to traffic. Standard transit times for FREIGHT EURAPID can be looked up in the Lead Time Calculator at : www.dhl.com/ltc

5. Pick-up & delivery outside standard working hours

Collections and deliveries outside standard working hours or to restricted areas will be carried out by special arrangement only. They are subject to a surcharge.* Indicated transit times are not binding in case of collections and deliveries outside standard working hours.

6. Additional exclusions for DHL FREIGHT EURAPID

- Delivery to private households (B2C, C2C, C2B);
- Temperature sensitive and perishable goods;
- Collection on wheels (COW) and/or Delivery on wheels (DOW);
- Delivery against Documents (DAD);
- Cash on Delivery (COD);
- Delivery on a day specified by the Customer which deviates from the delivery day stated in the Lead Time Calculator;
- Unpacked goods or goods not adequately packed for transport;
- Shipment which contain dangerous goods;
- Shipments which have to be delivered within a specific time window
- Shipments which require a delivery pre-advise
- Pallet exchange

Customs Clearance restrictions DHL FREIGHT EURAPID

7. DHL FREIGHT EURAPID only accepts shipments under customs clearance where DHL Freight has received the order to do the customs clearance and for which Customer has provided DHL Freight with a valid Power of Attorney for the customs execution. Only the following Incoterms are allowed for such shipments: DDP, DAP and EXW. A transit time will only be binding for shipments under the following conditions:
- All customs documents are provided, and are complete and valid;
 - All pre-payments of duties and taxes and required guarantees are effected;
 - No physical documents and/or goods inspection;
 - No time delay due to block of shipment by customs administration;
 - No customs clearance due for settlement by the recipient.

* Further details are available from Freight Customer Service.