



Supplementary terms and conditions

COVID-19 Clause

关于新型冠状病毒 (COVID-19) 引起的补充条款

1. The spread of the Coronavirus (COVID-19) was officially declared a pandemic by the WHO. The consequences of the spread of the Coronavirus (COVID-19) are resulting amongst other things in continued lockdown of countries, closure/limitation of crossing country borders, closure of ports and airports and resulting carrier cancellations, restriction or cancellation of last-mile delivery service in destination, restrictions and limitations on the import and export clearance of goods, and delays in response by customs and other regulatory agencies causing global disruption of logistics services.

新型冠状病毒(COVID-19)的传播已被世界卫生组织(WHO)正式宣布为大流行病。新型冠状病毒传播所导致的后果包括但不限于国家持续执行封锁措施, 关闭/限制跨境边界, 关闭港口和机场并导致承运人取消班次, 目的地派送服务受到局限或终止, 对货物进出口清关的限制以及海关和其他监管机构的延迟响应, 致使全球物流服务受到严重干扰。

2. The situation is very fluid with new announcements being made by administration/governments of various cities/states/countries restricting movements and services within such cities/states/countries without or on short notice.

由于相关行政机构/各个城市的政府/州/国家行政会在不事先通知或在极短时间内通知的情况下发布公告限制这些城市/州/国家/地区内的活动和服务, 目前情况极不稳定。

3. These consequences of the spread of Coronavirus (COVID-19) are outside the reasonable control of DHL eCS.

新型冠状病毒(COVID-19)传播所导致的这些后果是在 DHL eCS 合理控制范围之外的。

4. In view of the aforesaid situation and new work schedules and practices being adjusted on short notice, DHL eCS reserves the right to modify all or part of its logistics services, to change its working procedures, routes planning and the agreed rates, to charge surcharges or otherwise to take measures to adjust its business operations and obligations towards customers to the then prevailing circumstances arising as a consequence of the spread of the Coronavirus (COVID-19). DHL eCS shall be relieved of any liability under any agreement for services if, and to the extent that, such liability is caused by the consequences of the spread of the Coronavirus (COVID-19).

鉴于上述所提及的情形, 在新型冠状病毒(COVID-19)传播而导致的当前情况下, 随着应对的工作日程和做法在短时间内不断调整, DHL eCS 保留修改其全部或部分物流服务, 更改其工作流程, 路径规划, 和议定费率, 收取附加费或采取措施调整其对客户业务运作和义务的权利。DHL eCS 应免于承担其服务协议项下的任何因新型冠状病毒传播的后果所导致的责任。

5. The above clauses shall apply to DHL eCS services during spread of COVID-19.

在新型冠状病毒 (COVID-19)的传播期间使用 DHL eCS 服务适用于以上条款。