

General information

DHL Freight Eurapid Domestic is a product of DHL Freight GmbH, which is offered only on the basis of the following General Terms and Conditions (“GT&Cs DHL Freight Eurapid Domestic”).

The GT&Cs DHL Freight Eurapid Domestic apply to contracts with DHL Freight GmbH for the transport of general small shipments. In addition to the GT&Cs DHL Freight Eurapid Domestic, the current price list and the General Offer Conditions of DHL Freight GmbH September 2024 also apply as a component of the GT&Cs. In the event of conflicts, the GT&Cs DHL Freight Eurapid Domestic take precedence.

The transit time commitments only apply if the following conditions are fulfilled and only to the extent described below.

Scope of service/scope of validity

The transport of general small shipments with a delivery date to the recipient

on the working day following the acceptance of the shipment (Mondays to Fridays, with the exception of public holidays).

Depending upon the Eurapid Domestic service chosen, the delivery is made as follows:

- Delivery Next Day: from 8 a.m. to 6 p.m.
- Pre-12 Delivery: from 8 a.m. to 12 p.m.
- Pre-10 Delivery: from 8 a.m. to 10 a.m.

The geographical scope of this transit time commitment is the Federal Republic of Germany, with the exception of all island deliveries.

Terms and conditions of service

The transit time commitment offered is subject to the following conditions:

- Correct and clearly legible sender and recipient information on each unit of the shipment
- Note of the required service option (delivery date and time option) on the shipment notification
- Normal traffic and weather conditions
- No force majeure (for example strikes, lock-outs, traffic congestion, official obstacles such as smog alarms or road closures etc.)

The recipient is ready to accept the shipment at the following times:

- DHL Freight Eurapid Domestic Pre-10 Delivery: from 8 a.m. to 10 a.m.
- DHL Freight Eurapid Domestic Pre-12 Delivery: from 8 a.m. to 12 p.m.
- DHL Freight Eurapid Domestic Delivery Next Day: from 8 a.m. to 6 p.m.

and immediately accepts the shipment without delay.

The following are excluded from the transit time commitment:

- Goods that are not packaged or not packaged securely for delivery
- Cross-border shipments
- Dutiable goods
- Public holiday deliveries (for non-national public holidays, the public holiday regulations of the receiving and/or delivering branch apply)
- Shipments that require a booked time window
- Shipments that require a delivery pre-advice
- Shipments to be collected
- Seaport shipments

Franking

The only permitted franking option is ‘free domicile’. For direct debit items to the customer placing the order, ‘non-prepaid’ franking is permitted.

Additional charges for multiple delivery attempts

If one or more additional delivery attempts become necessary because the recipient of a Pre-10 Delivery was not available when delivery was attempted between 8 a.m. and 10 a.m., the recipient of a Pre-12 Delivery was not available when delivery was attempted between 8 a.m. and 12 p.m. or the recipient of a Delivery Next Day (no time option) was not available when delivery was attempted between 8 a.m. and 6 p.m., the Customer shall pay a freight surcharge for each additional delivery attempt amounting to 50% of the freight charge including the surcharge.

Compensation in the event of non-adherence to delivery deadlines

If the delivery does not take place within the delivery times despite the above conditions being met, the Next Day surcharge shall be refunded. No consequential financial losses shall be reimbursed.

Further claims against DHL Freight GmbH or the actual carrier shall be limited to three times the freight amount in accordance with Section 431 III of the German Commercial Code (Handelsgesetzbuch – HGB).