

General information

These DHL Freight Euroconnect Fixed Delivery Date General Terms and Conditions apply to all Euroconnect shipments with a “Fixed Delivery Date” within Germany (Euroconnect Domestic Fixed Delivery Date) or outside Germany (Euroconnect International Fixed Delivery Date). As a supplement to the DHL Freight Euroconnect Fixed Delivery Date General Terms and Conditions, the General Offer Terms and Conditions of DHL Freight GmbH of September 2024 apply. In the event of conflicts, the DHL Freight Euroconnect Fixed Delivery Date General Terms and Conditions take precedence. Above and beyond the excluded goods and the limits on the value of goods specified in the General Offer Terms and Conditions, Euroconnect Domestic/International Fixed Delivery Date is not available for dangerous goods of all classes, for waste or for substances hazardous to water under the applicable legislation in the recipient country, for example in Germany the Federal Water Act (Wasserhaushaltsgesetz – WHG).

If the shipment does not comply with these DHL Freight Euroconnect (Domestic/International) Fixed Delivery Date General Terms and Conditions, DHL Freight may ask for instructions. In the event that DHL Freight does not ask for instructions or does not receive instructions from the Customer within a reasonable period of time, DHL Freight shall transport the shipment as a standard DHL Freight Euroconnect shipment. The relevant freight rates and the general non-binding standard transit times shall apply, provided that the shipment complies with our other General Terms and Conditions.

DHL Freight Euroconnect (Domestic/International) Fixed Delivery Date Scope of service/scope of validity

Euroconnect Domestic Fixed Delivery Date offers delivery on a specified day and transport-related interim storage for up to five working days (Monday to Friday, excluding public holidays). It is available for all deliveries within the Federal Republic of Germany with the exception of island deliveries (deliveries to, from or on islands). Depending on the selected Fixed Delivery Date Domestic service, deliveries take place as follows:

- Fixed Delivery Date Domestic: between 8 a.m. and 6 p.m.
- Fixed Delivery Date Domestic 12: between 8 a.m. and 12 p.m.
- Fixed Delivery Date Domestic 10: between 8 a.m. and 10 a.m.

Euroconnect International Fixed Delivery Date is available for all cross-border deliveries which a standard Euroconnect transit time is offered for. You can obtain this information from the

DHL Freight transit time calculator at www.dhl.com/leadtime.

DHL Freight Euroconnect (Domestic/International) Terms and Conditions of Service

DHL Freight is only obligated to deliver the goods at the agreed delivery time if the following conditions are met:

- normal traffic conditions;
- the shipments must be ready for collection at the agreed collection time during normal working hours (8 a.m. – 6 p.m.);
- the recipient must be prepared to accept the shipment during normal working hours or for Fixed Delivery Date Domestic 12 between 8 a.m. and 12 p.m. and for Fixed Delivery Date Domestic 10 between 8 a.m. and 10 a.m. immediately after the arrival of the carrier at the delivery location;
- the shipment must be clearly identified in advance by the Customer as DHL Freight Euroconnect with a fixed delivery date and with the time option for the fixed delivery date and labeled accordingly;
- the conditions for customs clearance (see below) must be met;
- deliveries within specific time windows must be agreed in advance with the relevant contact person at DHL Freight customer service. However, these delivery times are never binding.

Transit times

Euroconnect International Fixed Delivery Date transit times correspond to normal Euroconnect transit times plus one to five days of transport-related interim storage. The transit time begins when the shipment is accepted from the sender and ends when the shipment is delivered to the recipient. Standard transit times for Euroconnect can be found in the transit time calculator at www.dhl.com/leadtime. The calculator takes into consideration weekends, public holidays (with the exception of public holidays in countries where no handling takes place*) and planned seasonal restrictions. However, it does not take into consideration unplanned seasonal restrictions or other unplanned effects on deliveries. The Customer shall always add at least one day to the date given by the transit time calculator, but not more than five.

Euroconnect Domestic Fixed Delivery Date transit times are a minimum of two days and a maximum of five after the goods are accepted from the sender.

*For further details, please contact DHL Freight customer service.

Acceptance and delivery outside normal working hours

Shipments are accepted and delivered outside normal working hours or in areas with access restrictions only on the basis of a separate agreement and in return for an agreed surcharge. For details, please contact DHL Freight customer service. In the case of acceptance or delivery outside normal working hours, agreed delivery times are not binding.

The following cases are excluded from the delivery commitment:

In the following cases, the delivery time is not binding:

- Delivery to private individuals (B2C);
- Temperature-controlled deliveries and perishable goods;
- Direct acceptance and/or direct delivery (vehicles on their own wheels);
- Deliveries against documents;
- Deliveries on a day specified by the customer that was not calculated in accordance with point 4;
- Goods that are not packaged or not packaged securely for delivery;
- Shipments that require a delivery pre-advice or a booked time window;
- Shipments to be collected;
- Seaport shipments.

Restrictions on Euroconnect International Fixed Delivery Date in the case of customs clearance

Euroconnect International Fixed Delivery Date is only available for shipments that require customs clearance where DHL Freight has also received the order for customs clearance and where the Customer has given DHL Freight a valid authorization for customs clearance. Only shipments under the following Incoterms are permitted: DDP, DAP and EXW. The agreed delivery date is binding only under the following circumstances:

- a. The customs documents provided by the Customer are complete and valid;
- b. All advance payments of customs duties and taxes have been made and the necessary guarantees have been provided;
- c. The documents and/or goods are not subjected to a physical inspection;
- d. There are no delays as a result of actions by customs officials;
- e. No customs duties are to be paid by the recipient.