

General

For the fixed delivery date feature of Euroconnect shipments within Germany ("Fix National" or "FXD") and of cross-border Euroconnect shipments ("Fixed Delivery Date" or "FDD"), additionally to our general Terms and Conditions, some specific trading conditions apply which have precedence to our General Terms and Conditions where applicable. For shipments which comply with the DHL Freight Euroconnect Fix (Germany) Specific Trading Conditions below, the agreed transit time commitment is binding, subject only to the applicable exclusions below. Shipments must not contain Dangerous Goods, waste or substances hazardous to water according to the relevant law in the country of destination, such as – for Germany – the German water act (Wasserhaushaltsgesetz). DHL Freight furthermore does not accept the following prohibited goods: weapons and ammunition, living botanicals, livestock, animals, derivatives of endangered species (e.g.: skin, fur, teeth, shell, feathers or blood and parts of some plants, e.g. seeds), bulk material, removal goods, money and/or valuables, cheques, ready to use credit-cards, coins, fiscal stamps, valid telephone cards, any means of payment, securities (guarantees), precious metals, precious stones, jewelry, art, antiques or tobacco products and goods with a value of more than € 50,000 per package and € 100,000 per shipment.

In case the shipment does not comply with the DHL Freight Euroconnect Fix (Germany) Specific Trading Conditions below, DHL Freight may ask for instructions. 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 and Conditions.

DHL Freight EuroConnect Fix service scope

Euroconnect Fix offers delivery on a specified day as well as up to five working days (Monday to Friday, not including public holidays) of temporary storage. It is available for Euroconnect shipments which comply with these Specific Trading Conditions. It is not available for Dangerous Goods shipments, waste and substances hazardous to water as defined in the General section above. It furthermore is not available for the prohibited goods listed in the General section above.

FDD is available on all cross border lanes for which a standard Euroconnect lead time is offered, as can be

found in the DHL Freight Lead Time Calculator at www.dhl.com/leadtime.

Fix National is available on all lanes within the Federal Republic of Germany with the exception of all island transports (transport from/to and on islands). Depending upon the Fix National product, delivery takes place as follows:

Fix National: between 08:00 and 18:00
Fix National 12: between 08:00 and 12:00
Fix National 10: between 08:00 and 10:00

2. 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: 1.500 kg (gross weight);
- Maximum of eight pallet positions (Europallet positions, 80 x 120cm per pallet position) per shipment.

3. DHL Freight EuroConnect Fix service conditions

DHL Freight is only obliged to deliver the goods on the agreed delivery date 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 (08:00 – 18:00 hrs);
- Recipient must accept delivery of the shipment on working days during standard working hours, immediately after truck arrival at his premises and for Fix National 12 between 08:00 and 12:00 and for Fix National 10 between 08:00 and 10:00;
- Shipment must be clearly pre-advised and marked by Customer as a DHL Freight Euroconnect with Fixed Delivery Date shipment and time option for Fix National;
- Customs requirements at clause 7 must be met;
- Deliveries to specific time windows must be agreed in advance with your Freight Customer Service contact and such delivery times are not binding.

4. Transit Times

FDD transit times correspond to the regular Euroconnect transit times plus 1-5 working days of temporary storage. The transit time commences with collection from the consignor and ends with delivery at the consignee. Standard transit times for Euroconnect can be looked up in the Lead Time Calculator at www.dhl.com/leadtime. This takes account of weekends, bank holidays (with the

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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. Customer must add at least one but no more than 5 days to the date generated by the Lead Time Calculator.

FXD transit time is a time of minimum two and maximum five working days after collection from the consignor.

*For further details, please contact your Freight Customer Service contact.

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. Please contact your DHL Freight customer service contact for the details. Agreed fixed delivery dates are not binding in case of collections and deliveries outside standard working hours.

6. Additional exclusions from binding delivery date commitment:

In relation to the following, the delivery date will not be binding:

- a. Delivery to private households (B2C);
- b. Temperature sensitive and perishable goods;
- c. Collection on wheels (COW) or Delivery on wheels (DOW);
- d. Delivery against Documents (DAD);
- e. Cash on Delivery (COD);
- f. Delivery on a day specified by the Customer which is not correctly calculated in accordance with Clause 4.2;
- g. Unpacked goods or goods not adequately packed for transport;
- f. Shipments which require a delivery pre-advice or book-in;
- g. Items to be collected (Selbstabholersendungen)
- h. Sea port items.

7. Customs Clearance restrictions FDD

FDD 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 delivery date will only be binding for shipments under the following conditions:

- a. All customs documents are provided, and are complete and valid;
- b. All pre-payments of duties and taxes and required guarantees are effected;
- c. No physical documents and/or goods inspection;

- d. No time delay due to block of shipment by customs administration;
- e. No customs clearance due for settlement by the recipient.