

Terms & Conditions

This quote:

cancels any other of earlier date;

is subject to the Conditions of Carriage and is subject to change conditioned by changes in exchange rates, changes in the shipping rates, fuel price increases and other costs relating to transport, such as storage, examination by the authorities, inspections etc., in such a case these costs will be charged in invoice.

Weight/volume rate

All quoted concepts will be applied to the biggest final weight resulting from the volumetric standard conversion of the airfreight transport ($1\text{m}^3 = 167\text{ Kg}$), except for:

pickups and deliveries, where applicable conversion will be $1\text{m}^3 = 333\text{ Kg}$; and
economy service, where applicable conversion will be $1\text{m}^3 = 250\text{ Kg}$.

In case of discrepancies between the information provided by the customer and the actual data, in terms of weight or volume of goods, an additional cost will be passed to the client (CCA).

This quote includes 3 days free of storages on export and 4 days free of storages on import for general cargo, and 1 day for temp. control cargo. For longer periods, storage charges will apply as follows:

General Cargo: EUR 0.07/Kg, min. EUR 30

Temp. Control Cargo: EUR 0.14/Kg, min, EUR 32.

Storages for other cargo types (DGR, AVI...) available on request.

Storage is applicable from the 1st day of arrival of goods at WHS.

This quote is for general cargo. It does not apply to oversized or extra heavy loads.

In the case of direct shipments or transfers from other agents, we will apply the costs incurred by these agents in such shipments.

Unless otherwise noted, travel goods subject to the provisions in laws and international transport conventions depending on the mode of transport used. In that case the responsibility of DHL Global Forwarding shall not exceed in any case that would have the carrier.

If you want DHL Global Forwarding sign on insurance for the value of the cargo, you must request and confirm in writing prior to departure of the shipment. Your insurance rates may vary depending on the type of merchandise, country and means of transport used.

Insurance covers all direct damages and losses to the good during transportation excluding delays. On demand a copy of policy with the terms and conditions of the insurance can be sent to you.

AirFreightPlus services to countries Turkey, Russia, Ukraine and Morocco will always be Door to Airport.

It is not included any other service not mentioned (for example: inspection position, penalties, etc.)