

DGF's Standard T&Cs

Except if an existing agreement is in place which applies to the services offered by DHL Global Forwarding in this [RFQ, RFI, Tender], All DHL Global Forwarding services are offered and transacted under DHL Global Forwarding's Standard Terms and Conditions (*), which vary depending on the type of service and are available on request.

(*) the Danmar Lines Ltd Bill of Lading and Sea Waybill and/or the DHL Global Forwarding's House Air Waybill shall apply ("DHL Transport Document"); provided always that the terms and conditions in the DHL Transport Documents will only apply if one has been issued. For services provided where no DHL Transport Document is issued, these services shall be governed by the applicable transport convention or the terms of the relevant national freight forwarders' association or national law, in absence of which, the British International Freight Transport Association Standard Trading Conditions (2005A Edition) will apply.

Any indicated transit time information is sourced from the underlying carriers and are estimates only.

Services are offered under the DHL Global Forwarding and/or Danmar Lines brand, with underlying carriers and any other subcontractors being chosen at DHL Global Forwarding's and/or Danmar Line's discretion and choice, unless otherwise and explicitly agreed.

Rates do not include duties, VAT, cargo insurance, extended liability beyond DHL Global Forwarding's Standard Terms and Conditions or 'shipment/warehouse value protection', programming or other information services. Such services are available upon request at an additional cost.

Rate offer validity - Rate offer validity [XX] days, and if exceeded DHL Global Forwarding reserve the right to review the rates.

DHL Global Forwarding's rate offer is based upon the assumption that a specific award of volume will be made on a lane by lane basis & that consistent volumes will commence within [45 days] of the award date. Any award which is inconsistent with this requirement, such as an 'endorsement' of DHL Global Forwarding's pricing or shipment of volumes in awarded lanes commencing outside the [idem as before] period and/or mutually agreed day window for implementation, may be subject to revised pricing conditions.

Once confirmed the rates shall be valid for a period of [XX]. Before the end of the said [IDEM] period the parties will use their best endeavors to negotiate a revision of the rates and other terms, based on the customer's shipping profile, its service requirements and any increases in DHL Global Forwarding's costs. DHL Global Forwarding may therefore vary the rates at any time during this Agreement to reflect pro rata any variation in the cost to DHL Global Forwarding of providing the services which arises as a consequence of: (i) any change in the manner or rate of taxation, the law or other regulatory requirements; (ii) any other costs which DHL Global Forwarding can establish have been or will be necessarily incurred due to causes outside DHL Global Forwarding's reasonable control; or (iii) any variation in the customer's shipping profile and/or its service requirements from the then shipping profile and/or its service requirements upon which the then current rates are based.

All rates and services offered are subject to space and equipment availability, unhindered methods and routes of transportation.

Rates have been quoted as [XX]. Unless specifically mentioned certain origin or destination charges may not have been included. Unless specifically mentioned [sur]charges related to dangerous goods, hazardous materials, high value goods, or perishables [others] may not be included, and should add if not clearly stated within the RFQ requirements.

Pickup/Delivery is based upon standard service & equipment only. If special service or equipment is needed, for example: lift gate, inside delivery, extra man, uncrating/unpacking, white glove svc, etc then extra charges may be applicable at time of shipment. Rates exclude the following "special" services/fees: Storage, Detention/Demurrage, Special Handling, Special Documentation, Special Equipment, Labeling, Inspection, Loading/Unloading onsite, Labor Fees, Forklift Fees, Quarantine, Fumigation, X-Ray, Delivery Order Fee, Special Licenses, Courier Services or any other 3rd Party Fees. These services/fees, if applicable, will be charged at cost at the time of the shipment.

Customs Clearance pricing, if quoted, is for standard clearance services unless otherwise specified. Additional accessorials may apply for additional classifications, invoices.

If specific carrier names were provided, it is for indicative purposes only. Pricing is based on DHL Global Forwarding's service offerings and we reserve the right to use the carriers of our choice.

Transit times are based on carriers of our choice and may vary depending on conditions at time of shipment. Transit times listed do not include the time to clear the goods through Customs. subject to mutual agreement of service levels

For rates or other charges that are based on a currency other than the agreed upon billing currency, such rates and charges will be subject to currency conversions based on the official exchange rate published

Rates quoted are based on the volumes as provided in the RFQ documentation, any major increase or decrease over this may result in the additional volumes moving at market level rates.

Any additional governmental or regulatory organization practices, surcharges, procedures or regulations which result in increased cost to DHL Global Forwarding will be passed on proportionately to shipper upon thirty days written notice.

Rates for temperature controlled shipments do not include any enhanced liability for cargo damage beyond the amounts provided for in DHL Global Forwarding's waybill or bill of lading applicable to such shipments.

