

Air Freight Commercial Terms & Conditions

Quote & Rate Validity

- 1) Our pricing proposal is valid for acceptance within 14 working days. After 14 working days rates need to be reconfirmed with the respective quotation tool chosen or the local Air Commercial Center (ACC) since Airfreight rates, surcharges and other accessorial charges may have changed.
Rates are applicable only for new business customers and are not applicable for single shipments of more than 2500 kgs chargeable weight. Please refer to your local ACC for shipments exceeding 2500 kgs chargeable weight per piece.
- 2) Export rates from China and Hong Kong are valid for acceptance within 7 days. The validity of rates is also 7 days upon customer confirmation on the quote. For longer validity please consult with your China or Hong Kong ACC.
Rates are applicable only for new business customers and are not applicable for single shipments of more than 2'000 kg chargeable weight. Please refer to your local ACC for shipments exceeding 2'000 kg chargeable weight per piece.

General Rules

- 3) Services are offered under the DHL Global Forwarding brand, with underlying carriers and any other subcontractors being chosen at DHL Global Forwarding's discretion and choice, unless otherwise and explicitly agreed.
- 4) All rates and services offered are subject to space and equipment availability, unhindered methods and routes of transportation.
- 5) The Airfreight dimensional weight rule is as follows: 1 cbm equals to 167 kg chargeable weight (1 kg to 6000 cbm; 1 pound to 166 cubic inches of volume; 1 kg to 366 cubic inches).
- 6) The transit times stated in the offer are indicative only, not guaranteed. DHL Global Forwarding would not be liable for any delays for any reasons whatsoever. Further, such indicative transit times do not include weekends or time taken for customs clearance and holidays.
- 7) Rates are based on known shipper/consignor status as defined by the local authority/regulatory body (U.S. Transport Security Administration, Transport Canada, etc.)

Rate Adjustments

- 8) In case the actual shipment size and weight differ from what the customer originally indicated, DHL Global Forwarding will adjust the rates accordingly.
- 9) The estimated shipment costs are not inclusive of tax and duties, storage fees and charges related to additional services provided locally.
- 10) 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 the customer.
- 11) Carrier specific surcharges are determined by origin and destination country for each shipment and are applied to the applicable calculation basis. All surcharges are subject to change at time of shipment, if not otherwise agreed.
- 12) The rates are for general cargo only and do not apply to shipments of dangerous goods, valuable cargo, hazardous materials, batteries, over-dimensional or perishables or any other shipments that require special handling, unless otherwise and explicitly agreed.
- 13) All rates are subject to certain minimum shipment charges, except where DHL Global Forwarding has formally agreed to waive such charges.
- 14) Pick-up/delivery usually includes trucking fuel and is based upon standard service & equipment, but does not apply for bonded truck or any non-standard service requests like holiday pick-up, over-time pick-up and heavy lift, and is only applicable for regular weekday business hours if not otherwise agreed.
- 15) Rates offered do not generally include insurance coverage, unless explicitly mentioned. In case no explicit insurance product is offered, DHL Global Forwarding liability is limited to the standard operating Terms and Conditions as mentioned in the HAWB. In case Cargo Insurance is offered it is for reference and subject to authorized Technical Representatives approval and confirmation.
- 16) New emergency surcharges may be implemented at the time of shipment due to unforeseen political. In the event that any war, terrorism activity, police action, military action or any measure to prevent or respond to any of the aforementioned actions may result in increased or additional surcharges.
- 17) Rates are subject to peak season rate increases (PSRI) or GRI, whose rate level and implementation period will be based on DGF Global Airfreight special campaign announcement.

Billing Terms

- 18) 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 exchange rate published at time of invoicing. Billing will take place in local currency, unless otherwise and explicitly agreed.
- 19) DHL standard payment term is 30 days from the date of invoice, except for duties and taxes, which are due immediately after the invoice date.

GoGreen

- 20) Did you know that DHL also offers a GoGreen product which neutralizes the CO² emissions from your transportation? Please ask your local account manager.