



TERMS AND CONDITIONS FOR PALLET TRANSFER SYSTEM (PÖS)

DHL Freight

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1. TERMS & CONDITIONS

1.1

The present terms and conditions refer to the Pallet Transfer System within DHL Freight (Sweden) AB and apply over and above DHL Freight (Sweden) AB's General Terms and Conditions.

1.2

The Pallet Transfer System applies exclusively to EUR pallets.

1.3

Under the Pallet Transfer System, the pallet customer number allocated by DHL Freight (Sweden) AB must be used as the pallet registration number.

1.4

Regulations for approved EUR pallets pursuant to Swedish standard UIC 435-2 shall apply. Red, internal pallets owned by DHL are not included in the Pallet Transfer System and must be returned to DHL.

1.5

Within the Pallet Transfer System, only SIS consignment notes or other such notes approved by DHL Freight (Sweden) AB may be used for the transport of both loaded and empty pallets.

1.6

If the pallet receiver fails to fulfil his obligation to return pallets or settle an invoiced pallet account pursuant to the 'Terms and conditions for the Pallet Transfer System', the pallet sender will be responsible – in accordance with the applicable pallet price – to DHL Freight (Sweden) AB for any missing pallets.

1.7

DHL Freight (Sweden) AB reserves the right to offset pallet accounts owing against other customer receivables.

1.8

DHL Freight (Sweden) AB is entitled to settle pallet accounts through invoicing.

1.9

For each loaded pallet, the customer is charged a pallet fee according to the applicable rate in SEK/pallet. As an alternative means of payment, DHL Freight (Sweden) AB offers the customer the opportunity to pay a fee calculated in per cent of the total net freight per debiting incidence according to the applicable percentage.

1.10

The freight payer is responsible for paying the pallet fee. The pallet fee is stated on the transport invoice and booked with the debiting information.

1.11

The minimum recommended collection quantity for empty pallets within the framework of the Pallet Transfer System is ten EUR pallets.

1.12

The minimum invoicing limit per month is two transfer pallets. In February each year, the invoicing limit is temporarily reduced to one transfer pallet. It then returns to two transfer pallets in March.

1.13

Invoices referring to pallet debt are to be paid within 30 days of the date of invoice. In the event of late payment, the customer will be charged penalty interest at the rate usually applied by DHL Freight (Sweden) AB.

1.14

Auditing and establishment of new pallet prices is performed quarterly within DHL Freight (Sweden) AB.

1.15

Agreements concerning membership of the Pallet Transfer System run continuously and are subject to a mutual period of notice of two months.

1.16

Carriers, pallet manufacturers and companies that operate pallet trade over and above the pallet collaboration with DHL Freight (Sweden) AB are not permitted to join the Pallet Transfer System.

1.17

Pallet accounts owing are to be settled with the location and DHL Terminal where the customer is registered.

1.18

Customers who are inactive for a calendar year are 'reset to zero' in the following February. The reason for this is to avoid warehousing costs.

2. PRACTICAL DESCRIPTION

2.1 Registration

Customers register to join the Pallet Transfer System at DHL Freight (Sweden) AB by filling in and submitting a registration form (forms are available from DHL sales staff or online at the DHL website). If a customer does not already have a number with DHL Freight (Sweden) AB, the customer will be allocated a pallet transfer customer number once the registration has been received.

If the customer already has a number with DHL Freight (Sweden) AB, the customer will normally be issued a new pallet registration number containing the same combination of digits as the ordinary customer number. By registering, customers undertake to comply with the terms and conditions presented here.

2.2 Pallet payment

Information about the pallet transactions registered during the period is compiled and sent to the customer in the form of balance statements on the 15th and the last day of each month. The balance statements present the date of the pallet transaction, consignment note number, number of pallets and name of the other party.

2.2.1

Where the balance statement shows an amount owing in favour of the customer, this customer may order a corresponding number of empty pallets from DHL Freight (Sweden) AB. Accounts owing in a customer's favour can only arise from the customer having used the Pallet Transfer System for outgoing transport operations. The transport is free of charge for the delivery of at least ten transfer pallets to the address registered for the customer number. Delivery will be made within five working days. To order EUR pallets,

customers need to contact DHL's pallet administration office on +46 19 765 17 00 or by e-mail: adminorb@dhl.com.

2.2.2

When the balance statement shows a **negative total** for the customer in question, this customer must settle this account within the applicable credit period by returning a corresponding number of transfer pallets to DHL Freight (Sweden) AB, or by paying DHL Freight (Sweden) AB financial compensation per pallet in accordance with the pallet price laid down by DHL Freight (Sweden) AB. Collection is made free of charge from the address to which the customer number is registered, and will be performed within five working days. Customers can book collection online at: <https://www.mydhlfreight.com/se-sv/login> or by calling: +46 19 765 17 00 or by e-mail: adminorb@dhl.com.

When settling accounts – and to avoid invoicing – bookings must be made no later than the 20th of the invoicing month.