



DHL PAKET EXPORT AND DHL PARCEL CONNECT

PRODUCT SPECIFIC TERMS AND CONDITIONS

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This is a translation of the Swedish terms and conditions, "DHL Produktspecifika uppdragvillkor DHL PAKET EXPORT och DHL PARCEL CONNECT". If there is any inconsistency or ambiguity between the original Swedish version and the English version, the Swedish version shall always prevail.

Geografic coverage is stated in the latest version of "Förteckning över Länder och Områden Utrikes Paket". The document is available (in Swedish) on www.dhl.se/freight. Shipments addressed to an excluded area will be returned at the expense of the sender.

2. DEFINITIONS AND HEADINGS

2.1 Definitions

The definitions set out in the DHL Terms & Conditions also apply to these product-specific-conditions.

2.2 Headings

The sections in this document are in the same order as the corresponding sections in DHL's General Terms & Conditions. Sections 23, 24, 25 and 26 have no counterpart in the General Terms and Conditions.

In cases where the subheadings indicate a specific product or products, the terms and conditions will

10. GOODS NOT ACCEPTED

- Hazardous goods, including goods classified by ADR as limited quantities. However, Limited Quantities are accepted to Denmark and Norway.
- Temperature-sensitive goods.
- Alcoholic drinks and tobacco.
- Weapons and parts to weapons that requires a licens.

11.2 Foodstuffs

Food must be packed in such a way that it can be loaded with other goods without the risk of contamination from the other goods and be clearly marked with the DHL label designed for the transportation of foodstuffs. The label is a complement to the regular address label and is important as it distinguishes food from other goods and facilitates handling in accordance with food-handling procedures. To order DHL food labels go to www.dhl.se/freight. The customer will pay all costs related to the ordering of labels.

12. SPECIAL CONDITIONS FOR TRANSPORT ASSIGNMENTS

Weight & Dimensions

Dimensions, Weight and Volume	DHL PARCEL CONNECT	DHL PAKET EXPORT
Min. length	15 cm	15 cm
Min. height	3.5 cm	3.5 cm
Min. width	11 cm	11 cm
Max. length	200 cm*	120 cm (up to 200 cm at extra charge)
Max. height	Length + circumference = 360 cm *	60 cm
Max. width	Length + circumference = 360 cm *	60 cm
Min. vikt	–	–
Max. weight per consignment	31.5 kg*	150 kg
Max. weight per parcel	31.5 kg*	35 kg
Max volume per consignment	0,43 m3*	0,53 m3
Max volume per parcel	0,43 m3*	0,43 m3
Number of pieces per shipment	Single parcel shipment	Multi-parcel shipment. A surcharge applies from and including the 6th parcel

* Other weights and dimensions apply for deliveries to parcel shops or parcel lockers.

* Extra charge if above standard measures LxHxW 120x60x60 cm, see Bulky 23.21

Shipments that differ from the above dimensions and weight limitations, or in any other way renders handling impossible under the terms and conditions of respective product, will be returned at the expense of the sender.

Billing is based on the weight and volume (cubic meters, pallet space, load meters, etc.) specifications provided by the customer. DHL reserves the right to check the weight and dimensions of shipments. In the event of the customer specifications falling short of DHL's measurements, billing will be based on DHL's weight and/or volume measurements.

Weight is rounded up to the next whole kilo and volumes are expressed with three decimal places.

12.1 Ordering and Booking

12.1.1 Delivery to Consumer

DHL PARCEL CONNECT

This product is used for deliveries to private consumers.

12.1.2 Delivery to Business

DHL PAKET EXPORT

This product is used for deliveries to businesses.

12.1.3 Notification

DHL PARCEL CONNECT

Sms and/or email notification is included in the service. The recipient's email address and/or cell phone number must be provided. DHL assumes no responsibility for delays or returns caused by incorrect or missing phone numbers and email addresses.

12.1.5 Incorrect Shipment Information

For more info on incorrect shipment information, e.g. addresses, parcel marking/address labels, customs documentation see 23.6 under Value Added Services and Surcharges.

12.1.6 Outside Product Specifications

DHL PARCEL CONNECT parcels that deviate from the permitted dimensions and/or weights (see table 12 above) will be returned at the expense of the sender.

DHL PAKET EXPORT shipments and/or single parcels that deviate from the permitted dimensions and/or weights will be charged a surcharge. We reserve the right to charge extra, up to the triple Outside Product Specifications fee, to cover additional costs, or return the shipment, in case of deviations outside the stated maximum dimensions and/or weights (see table 12 above).

See Surcharges and Fees, 23.17.

12.3 Packaging

Goods must be packaged to withstand normal transport handling, cargo securing and machine sorting, and to avoid causing damage to other goods. Vessels containing liquids shall be packed with sufficient absorbent material, in accordance with DHL's packing instructions. DHL is not liable for damage caused by the absence of,

or insufficient, packaging. The packaging should suit the contents. In the cases where DHL assess the packaging to not permit machine sorting, a surcharge will be applied according to 23.17.

The original packaging should be saved for eventual damages claims. DHL reserves the right to reject goods upon pickup if the packaging is deemed inadequate or incorrect. A surcharge will be applied if cleaning of vehicles or sorting equipment is required due to insufficient packaging by the sender.

12.4 Load Carrier at the Customer's or Sender's Disposal

12.4.1 Loading and Unloading

Loading and unloading takes place during normal working hours 07:00 to 17:00.

Loading and unloading must be carried out by the sender/recipient per the driver's instructions. The driver shall provide the necessary assistance.

Loading and unloading requires free access.

12.4.4 Delivery

DHL PARCEL CONNECT The recipient is notified both when the parcel arrives at the destination country and when final delivery is made via collection point or as a home delivery.

The goods are handed over to the recipient or their representative on the presentation of a valid ID or a collection-code. A representative must present their own ID and that of the recipient. The above applies whether the goods are collected at a collection point, the recipient's address or at a terminal. Note that different routines and regulations exists for parcel collection, depending on the destination country.

DHL PAKET EXPORT Delivery is made to the specified delivery address of the property or office premises, the company's goods receiving office or reception. Door to Door. The customer is responsible for ensuring that an authorized person signs for the consignment upon delivery. DHL is under no obligation to check the credentials of the recipient.

After failed attempts to deliver the consignment it will be handed over to a collection point (valid for Finland and Norway).

12.4.5 Delivery Obstacles

Additional costs arise and the freight payer will be debited a surcharge should DHL not be able to complete the delivery due to, for example:

- The recipient not being reachable at the specified delivery address
- Blocked access to the delivery point
- Transshipment due to local traffic regulations or limited accessibility
- The recipient not fetching the goods at the specified collection point by the specified date

The return of undeliverable goods will be at the expense of the sender.

12.4.6 Deviations from the Specified Quantity of Goods

If, for practical reasons, it is not reasonably possible to check the number of individual parcels in a consignment being picked up, any receipt will serve to acknowledge that a quantity of goods that approximates the quantity listed on the receipt has been handed over. Consequently, DHL may, in spite of the receipt of a certain quantity having been acknowledged, claim deviations between the quantity stated by the customer and the quantity received by DHL.

12.5 Transport Documentation and Addressing Goods

The customer is responsible that correct transport instruction and transport label is issued.

See latest version of the Product specification "Product manual for customers and application developers". Available for download on www.dhldashboard.se.

Each parcel must have a correct and clearly printed address label with the delivery address in accordance with the national standard for transport labels. The label must be affixed to the largest surface to be readable straight up from above and be shown in its entirety without folds or covering packaging material such as straps. For shipments to Norway, see 25.

An electronically transmitted transport documentation is required. A consignment note must be attached to the goods. A surcharge is applicable for the manual registration of non-electronically transmitted transport documentation. Surcharges and Fees, 23.11.

Parcels with an actual weight in excess of 25 kg are labelled with a sticker or address label with the weight symbol.

12.5.1 Consignment Note

See latest version of the Product specification "Product manual for customers and application developers". Available for download on www.dhldashboard.se.

For shipments to Norway, see 25.

12.6 Price and Pricing Rules

Unless otherwise agreed in writing, the price for each product listed in the published price list will apply. The price covers the services and obligations listed in the quote/agreement. Other services and obligations are debited by DHL in accordance with these Product Specific Terms and Conditions, or, in the absence thereof, with a reasonable amount, including compensation for expenses.

12.6.1 Price

The price is calculated on the chargeable weight of a consignment, including packaging and any loading accessories. The chargeable weight is the highest of the actual weight or the volumetric weight.

A consignment's chargeable weight is equal to the sum of the chargeable weight of each individual item.

12.6.2 Pricing Rules

A consignment is calculated according to its chargeable weight, i.e. The highest of the actual weight or the volumetric weight.
 $1 \text{ m}^3 = 280 \text{ kg}$ ($\text{m}^3 = \text{l} \times \text{b} \times \text{h} \times 280$).

The chargeable weight is rounded up to the next whole kilo.

12.7 Payment

The customer is responsible for providing written instructions to sender/recipient and to DHL. The customer carries all costs that are due to the recipient's, or other parties', failure to pay, credit rating, failure to receive goods or any official authority's decision concerning goods. Payment must be made in cash unless DHL has approved credit or invoicing, whereupon the following payment terms are accepted:

- Payment by sender
- Payment by receiver (only for DHL Parcel Return Connect)

An invoice fee is applicable for paper invoices. EDI and PDF are free of charge. Surcharges and Fees, 23.2.

12.9 Transport Timetable

DHL transports that are carried out in accordance with DHL's stated transport timetable are not considered transports with a transport time guarantee according to NSAB 2015. The transport timetable for DHL is based on fixed dispatch and delivery dates.

Any incorrect information in the consignment note or equivalent document, or incorrect address label, or insufficient delivery address information entails a deviation from the transport timetable and a surcharge. See Surcharges and Fees, 23.6. Restrictions to the transport timetable may apply due to holiday weekends and during vacations. Deviations may also occur in connection with inadequate, bulky or damaged packaging. Any incorrect information in the EDI-transmitted documentation entails a deviation from the transport timetable.

12.12 Brexit

"Brexit" means the United Kingdom ceased to be a member of the European Union. After the event of Brexit DHL Freight (a) reserves the right to modify all or part of its services to and from the UK, to change its working procedures and the agreed rates, to change surcharges or otherwise to make measures to adjust its business operations and obligations towards customer to the then prevailing circumstances as a result of Brexit (b) is entitled to terminate either the agreement or the lanes into and from the United Kingdom only by giving five (5) days' notice. DHL Freight shall be relieved of any liability under any contract for services to and from the UK if, and to the extent that, such liability is caused by the consequences of Brexit.

17. EDI

The customer is responsible for information transmitted to DHL via EDI being consistent with the terms and conditions of the EDI agreement and can be handled by DHL. EDI for certain consignments must be done during normal office hours on the day the consignment is picked up by DHL.

The customer is liable for errors and costs that may be incurred as a consequence of failure to comply with the EDI agreement.

23. SURCHARGES AND FEES

Current price list for Value Added Services, Surcharges and Fees are published on www.dhl.se/freight.

Fuel and Currency Surcharges

The fuel (DMT) and currency (VLT) surcharges will be adjusted monthly and published on www.dhl.se/freight.

23.1 Booking Deviation/Deadfreight

If the booked amount of the goods does not accord with the amount submitted, DHL reserves the right to claim compensation for the additional costs or lost income. This can be debited separately or at a later date.

23.2 Invoicing Charge

Invoices not distributed electronically via email or EDI are subject to a charge.

23.5 Correction of Parcel Labelling

Complementary information/alterations to compulsory labelling/markings and non-legible barcodes carries a charge per parcel.

23.6 Incorrect Shipment Details

Complementary information/alterations or lack of compulsory shipping information, incorrect address label/shipping information, incomplete customs forms etc.

23.9 Additional Parcel surcharge

DHL PAKET EXPORT

A surcharge for multiparcel shipment is applicable from and including the 6th parcel.

23.10 Delivery obstacles

DHL PAKET EXPORT Additional costs arise and the shipment payer will be debited a surcharge should DHL not be able to complete the delivery due to, for example, the recipient not being reachable at the specified delivery address or is unable to receive the goods in any other way (see 12.4.5 above). The charges will be invoiced and added to the return shipment, which is invoiced according to the domestic agreement for DHL PAKET.

- Delivery obstacle per consignment
- Conversion fee (Ändring av transportuppdrag, ÄFF), see 23.19
- Administration returns see 23.12 and Return from Norway 25.2.

23.11 Manual Registration of Consignment Note

Customers who do not transmit shipping information electronically via EDI, Internet or PDF (code 417) will be charged a fee for manual registration.

23.12 Administration returns

DHL PARCEL CONNECT

A surcharge applies for non picked up/undeliverable shipments returned to the sender to a country in which customs duties are payable.

DHL PAKET EXPORT

A surcharge applies for undeliverable shipments returned to the sender to a country in which customs duties are payable. See 23.10 Delivery Obstacles.

23.17 Outside Product Specifications

A surcharge will be imposed on consignments or individual parcels that deviate from permitted dimensions and/or weights, and parcels with packaging that does not permit machine sorting. DHL Paket Export can be charged up to triple fee depending on the size of the deviation.

23.18 Waiting Times and Extra Loading and Unloading Times

A surcharge will be imposed on excess loading and unloading times in breach of these Product Specific Terms and Conditions or any special agreement.

23.19 Conversion Fee (Ändring av transportuppdrag (ÄFF))

An extra fee will be charged if the freight payer requests a change to the transport assignment after it has been initiated, when a shipment cannot be delivered as described, or when the freight payer wishes to correct an invoiced shipment.

In cases where a shipment cannot be delivered according to the transport assignment, e.g. when the recipient refuses to accept delivery, we have not been able to contact the recipient for the notification service, the shipment is returned to the original sender. The cost of the return is to be covered by the freight payer. See 23.10 for PAKET EXPORT and 23.20 for PARCEL CONNECT.

23.20 Unclaimed Goods

DHL PARCEL CONNECT

A surcharge will be imposed on parcels not picked up from a collection point within maximum local storage time or if a doorstep delivery is unsuccessful. Return charges will be added to this surcharge including freight and ÄFF 23.19. Regarding return from Norway, see 25.2.

23.21 Bulky

DHL PARCEL CONNECT

Parcels with size that in any way exceeds the standard measures 120 x 60 x 60 cm (Length, width, height) will be charged a Bulky fee.

24. VALUE ADDED SERVICES

Current price list for Value Added Services, Surcharges and Fees are published on www.dhl.se/freight

24.17 Delivery Tracking

The information on each consignment is based on DHL's scanning points and sent to the specified email address and/or specified phone number. DHL will not be held responsible for information not being delivered due to incorrect details.

24.20 Environmental Freight – SKICKA GRÖNT med DHL

DHL PAKET EXPORT AND DHL PARCEL CONNECT

This option means that fossil-free transport work, corresponding to a booked shipment, is carried out within DHL Freight's Swedish transport network and equalizes the average transport work from Swedish sender to international recipient. The process is checked and verified by an independent party yearly.

DHL PARCEL CONNECT

The value added service is mandatory from the 1st of July 2021 and is included in the freight price.

24.23 Proof of Delivery (POD)

DHL will provide the customer with a physical receipt for shipping documents. A shipment number is required.

24.28 Insurance

This option covers transport insurance for commodity values up to SEK 250 000. Liability insurance is included in the insurance policy, which is based on the value of the consignment. Specify the value of the cargo.

See separate documentation at www.dhl.se/freight

24.29 Customs Clearance

Customs processing for export will be charged the sender for shipments to Norway (or other customs duty zones). The consignor is responsible to provide DHL with commercial invoice in the booking process. The consignor chooses one of the alternatives "Standard" or "Full service". Completion of, or late submitted, invoice documentation is charged according to Incorrect Shipping Details 23.6.

Customs Clearance Standard – complete customs data must be specified in the booking. In case of missing or incorrect data a surcharge will be applied; "Incorrect Shipment Details" 23.6.

Customs Clearance Full service – DHL will register customs data based on the provided commercial/proforma invoice.

DHL PARCEL CONNECT

The Customs clearance service consists of transit and export declaration. Import clearance and eventual customs fee and VAT is charged to the consignee when collecting the parcel (no import fees for VOEC parcels). Only Combiterm 022 is allowed. Exception for Consolidated Customs Clearance, 25.1.

DHL PAKET EXPORT The Customs clearance service consists of export declaration and import clearance at the border. Eventual customs fees and VAT must be cleared the the consignee. Only Combiterm 023 is allowed

25. Shipments to country subject to customs duties

The following is required for shipments to countries subject to customs duties:

- Commercial invoice containing information on all the parcels in the shipment
 - The sender must always provide DHL with Commercial or Proforma invoice via e-mail or as an attachment in the booking.
 - Missing invoice or invoice information will result in a return shipment on the senders expense.
 - **Two physical copies of the invoice must be placed in a plastic pocket outside the parcel. – Applies to DHL PARCEL CONNECT**
 - Invoices not showing package/weight and other necessary information, have to be verified in other ways
 - Licensed products are not part of the standard offer, but are only approved by separate agreement.
- Where relevant:
- Exporter declaration EUR certificate
 - Export Accompanying Document – for cleared export application

A Proforma invoice may only be used for non-payable shipments such as gifts, returns or samples.

Own customs clearance (by the customer or through a representative other than DHL) is only approved by separate agreement.

PARCEL CONNECT

Norway and VOEC (VAT On E-commerce)

If the sender is VOEC registered the following conditions must be met. The VOEC number should be clearly visible on the transport label. If this is not supported by TA-system supplier a separate label with VOEC must be placed visible on the parcel. VOEC should also be clearly stated on the commercial invoice. The delivery terms should be DDP or similar. Export declarations for VOEC parcels are performed in ordinary fashion.

From the 1st of July 2021 the VOEC number needs to be sent as a separate information the the shipments EDI (according to valid "Product specification for customers and application developers"). Lack of VOEC information in the EDI will result in a non-VOEC import process in Norway, meaning that the Norwegian recipient will be

charged VAT, import fee and customs duties before the parcel is delivered.

Great Britain and Supply-VAT

The sender must be registered for Supply-VAT when shipping parcel values up to 135 GBP. Supply-VAT-number must be on commercial invoice and in shipment data. Delivery terms DAP or similar (022). Export declarations are performed in ordinary fashion and will be invoiced as "Customs Clearance Full Service", 24.29.

25.1 Consolidated Customs Clearance

See more under the section nbr 27, Consolidated Solution.

25.2 Returns from Norway

DHL PARCEL CONNECT Shipment not picked up by recipient or if undeliverable, will be returned to sender. The sender will be charged for Unclaimed goods 23.20, Return Customs Duties 23.12, Swedish domestic freight costs according to agreement and Conversion fee 23.19. If original physical invoice copy is missing on the shipment, completion of DHL is done and the sender is also charged for Incorrect Shipment Details 23.6.

DHL PARCEL RETURN CONNECT For active returns, a return pro forma in two copies in plastic envelope is required on the outside of the return shipment. The return pro forma must include the original export duty ID. Template for Return Pro forma is available at www.dhl.se/freight. Lack of return pro forma entails a completion process and freight payer is charged for Incorrect Shipping Details 23.6.

A DHL Parcel Return Connect shipment from Norway must have connection with an original DHL Parcel Connect Export shipment. A

return parcel that does not have been export customs processed by DHL Freight will be handled as an ordinary import shipment with the associated costs for administration, incorrect shipment and financial expenses etc.

DHL PAKET EXPORT In case of undeliverable shipment, the completion process is done and freight payer is charged for Delivery Obstacles 23.10, Return Customs Duties 23.12, Conversion Fee 23.19 and Swedish domestic freight costs according to agreement.

26. Liability

Limited liability according to DHL Terms and Conditions chapter 4.

For DHL Parcel Connect and DHL Parcel Return Connect an extended liability is valid. The extended liability is maximum 5000 SEK for that part of the consignment that has been lost, reduced or damaged.

27. Consolidated Solution

Consolidated solution is the collective name for Direct Injection and Bulk Split. It is a customized special solution and is subject to special terms and conditions. See the document "Special conditions Consolidated solution - DHL PAKET EXPORT and DHL PARCEL CONNECT" at www.dhl.se/freight. A consolidated solution is applicable for both countries inside and outside EU (countries subject to customs duties).