



DOMESTIC

PRODUCT SPECIFIC TERMS AND CONDITIONS

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This is a translation of the Swedish terms and conditions, "DHL Produktspecifika uppdragsvillkor inrikes". If there is any inconsistency or ambiguity between the original Swedish version and the English version, the Swedish version shall always prevail.

2. DEFINITIONS AND HEADERS

2.1 Definitions

The definitions in the DHL General Terms and Conditions applies also in this document.

2.2 Headers

The present document is divided into sections so as to match the sections in DHL's General Terms and Conditions. However, the General Terms and Conditions contain no sections corresponding to Sections 23, 24 and 25 of the present document.

In the event that sub-headers refer to specific products, the terms are applicable exclusively to these products, including return solutions, e.g. "DHL PALL". If there are no sub-headers, the terms apply to all types of assignment.

10. UNACCEPTABLE GOODS

ALL PRODUCTS

- Weapons and parts to weapons that requires a licens.

DHL SERVICE POINT, DHL PAKET

- Hazardous goods, excluding goods classed as limited quantities according to ADR.
- Temperature-sensitive goods.
- Alcoholic beverages and tobacco.

DHL SERVICE POINT

- Tires.

DHL PARTI

- Container shipment is carried out under separate agreement.

DHL HOME DELIVERY

- Hazardous goods, excluding goods classed as limited quantities according to ADR.
- Temperature-sensitive goods.
- Alcoholic beverages and tobacco.

11. DANGEROUS GOODS AND OTHER GOODS THAT REQUIRE SPECIAL AGREEMENT

DHL PALL, DHL STYCKE, DHL PARTI DHL handles the shipments in accordance with the applicable regulations (ADR, RID, IMDG CODE) and in line with the relevant legislation. DHL must be informed that the shipment contains dangerous goods when the booking is made.

The booking will be confirmed by DHL. The Consignor is required to ensure that a declaration of goods accompanies the consignment in accordance with applicable regulations (ADR, RID, IMDG CODE). The Consignor will also ensure that the goods are marked and labelled in compliance with the above regulations..

Dangerous goods in the classes or labels below will only be accepted for carriage upon written agreement. This is subject to a separate price for each individual transport.

- Class 1 with the exception of UN-numbers 0323, 0432, 0454 and UN-number 0014 in respect of cartridges for tools only
- In Class 2 label 2.3
- In Class 4.1, UN-numbers 3231, 3240, 3533, 3534 substances that require temperature control
- In Class 5.2, UN-number 3111 to 3120 substances that require temperature control
- In Class 6.1 only packing group I (PG I)
- Class 6.2
- Class 7
- In Class 9 UN-numbers 2212, 2590, 2315, 3151, 3152, and damaged or defective lithium batteries with UN-numbers 3480, 3481, 3090, 3091 as defined in SP376 and UN 3171 battery-powered vehicle whose batteries are damaged or defective as defined in SP376
- Any other substances and items that require protection according to ADR 1.10 Transport of Dangerous Goods may entail deviations from the Transport Timetable. A surcharge applies to shipments containing Dangerous Goods. For details see Section 23.3 under Surcharges and Fees.

11.1 Dangerous goods, limited quantities

DHL SERVICE POINT, DHL PAKET, DHL PALL, DHL STYCKE, DHL HOME DELIVERY, DHL PARTI DHL handles "Dangerous goods, limited limited quantities" shipments according to the applicable regulations (ADR, RID, IMDG CODE) and in line with the relevant legislation.

A Surcharge is applied for "Dangerous goods, limited quantities" shipments, see Section 23.4 under Surcharges and Fees for additional information.

11.2 Foods

Foods must be packaged in such a way that they can be loaded jointly with other items without risk of contamination from other goods. They must also be clearly marked with a DHL label specifically intended for transporting foods. This label is a supplement to the standard address label; it is important as it makes it possible to separate foods from other goods and allows handling according to appropriate routines. To order DHL labels for foods see www.dhl.se/freight.

A separate written agreement – over and above booking the 'Thermo' service – is required for the transport of foods with specific temperature requirements.

12. SPECIAL TERMS AND CONDITIONS FOR SHIPMENT ORDERS

SIZE AND WEIGHT

Measurements, weight and volume	DHL SERVICE POINT	DHL PAKET	DHL PALL	DHL PALL (1/2 pallet)	DHL STYCKE, DHL HOME DELIVERY	DHL PARTI
Min length	15 cm	15 cm	120 cm	60 cm	15 cm	
Min height	3,5 cm	3,5 cm	15 cm	15 cm	3,5 cm	
Min width	11 cm	11 cm	80 cm	80 cm	11 cm	
Max. length	150 cm*	150 cm	120 cm	60 cm	599 cm < 50 kg	1,200 cm
Max. height	Length + range = 300 cm*	50 cm	220 cm	150 cm	220 cm	270 cm
Max. width	Length + range = 300 cm*	50 cm	80 cm	80 cm	240 cm	240 cm
Max. volume per consignment	0.3 cbm	0.53 cbm	3 ppl	3 ppl	8.92 cbm	See under DHL PARTI
Max. volume per piece	0.3 cbm	0.38 cbm	2.11 cbm	0.72 cbm	3.57 cbm	See under DHL PARTI
Min weight	-	-	-	-	-	1,000 kg/snd
Max. weight per consignment	20 kg	150 kg	2,400 kg	2,400 kg	2,500 kg	See under DHL PARTI
Max. actual weight per piece	20 kg	35 kg	800 kg	400 kg	DHL Stycke 1000 kg Home Delivery 800 kg	See under DHL PARTI

* For parcel with a length >120 cm there is a surcharge. When delivery via DHL parcel locker the maximum dimensions are 68x48x60 cm

ALL PRODUCTS

If a shipment/parcel exceeds the above-mentioned dimensions and/or weight limits, or otherwise prevents DHL from handling the shipment/parcel in accordance with the applicable conditions for the booked products, DHL reserves the right to handle and assess the shipment/parcel as another suitable product, and to apply a surcharge for incorrect shipment information, see Section 23.6. In cases where shipments/parcels are handled and assessed in accordance with the booked product, a surcharge for Outside Product Specifications – see Section 23.17 – will be applied instead.

DHL SERVICE POINT The number of parcels per consignment is limited to one. If the dimensions and/or weight limits are exceeded, the shipment/ parcel may not be distributed to the recipient via DHL's agents (Service Point), but be handled and taxed as another suitable product. Any deviations from the dimension and/or weight stated by the customer are adjusted by automatic measuring of weight and volume.

Prices are calculated based on the weight and/or volume stated by the customer. DHL reserves the right to weigh and/or to measure the goods. If the values provided by the customer are less than the

measured values, the price is calculated based on the measured weight and/or volume data.

The results are rounded up to the nearest kilogram and unit of volume expressed with two decimals.

DHL HOME DELIVERY, DHL STYCKE

Consignments consisting of an individual parcel with an actual weight in excess of 35 kg and/or consignments with a total volumetric weight in excess of 150 kg must always be loaded onto EUR pallets or equivalent in order to facilitate the use of loading equipment such as forklift or pallet trucks.

DHL PAKET The number of parcels per consignment is limited to 99 parcels per dispatch. For consignments comprising six parcels or more, a surcharge is debited from parcel no. 6, see section 23.9. The results are rounded up to the nearest kilogram and unit of volume expressed with two decimals. Any deviations from the figures listed by the customer are adjusted by automatic measuring of weight and volume. The results are rounded up to the nearest kilogram and unit of volume expressed with two decimals; the maximum weight still applies as per above. Deviations from the weights listed above carry a surcharge debited per kilogram.

DHL PALL

DHL PALL is divided into whole or half pallet. A combination of the two in the same consignment is accepted as long as the total consignment does not exceed the surface area of three whole pallets.

DHL PARTI The maximum weight and volume per parcel and consignment is limited by the loading capacity of the transport vehicle and the bearing capacity of the road (35–39 tons). Consignments containing individual parcels with measurements exceeding the maximum measurements in the table, including packaging/pallet, or which cannot be handled by truck and which may lead to a concentrated load on the vehicle are only accepted for shipment under separate agreement.

12.1 Order and booking

12.1.1 Delivery to consumer

DHL SERVICE POINT, DHL HOME DELIVERY

These products shall be used for deliveries to private individuals.

DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI For goods deliveries that are nevertheless addressed to a consumer, the cost of mandatory notification will be charged. A fee for delivery to consumers will also be charged. This fee may be debited in arrears. For details see Section 24.2 and 23.22 under Surcharges and Fees. The mandatory notification must be selected under Value added services, and it must match the consignment information. Otherwise, the freight payer will subsequently be debited a surcharge for incorrect shipment information. For details see Section 23.6 under Surcharges and Fees. In cases where shipments to consumers is missing notification and the size and weight of the shipment are within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and implement a new delivery to a Service Point agent near the original shipping address

12.1.3 Notification

DHL SERVICE POINT, DHL HOME DELIVERY

The e-mail address or phone number of the recipient must be listed. Notification by mail carries a surcharge. DHL is not liable for delays caused by incorrect phone number and/or email address details. See Section 23.24.

DHL HOME DELIVERY

When the shipment is handled at origin terminal a notification is sent via SMS and email to the consignee. The notification contains planned delivery date and time slot. Via web-link in the notification the consignee is offered to select delivery options and possibly also other value added services. Examples on delivery options and value added services are changed delivery date or time slot, shipment collection from a terminal, delivery without receipt or other signature procedure. Some of these delivery options is obtained after consignee payment to DHL.

12.1.4. Bookning DHL PARTI

Booking of transport can made until 3 pm on workdays for loading the next workday.

12.1.5 Incorrect shipment information

Applies to incorrect shipment information such as a mailbox address or incorrect parcel labelling/address label. For details see Section 23.6 under Surcharges and Fees.

12.1.6 Outside product specifications

A surcharge will be applied to shipments and/or individual parcels that deviate from permitted dimensions and/or weight limits. For details see Section 23.17 under Surcharges and Fees.

12.2 Modes of transport, traffic conditions, locations, etc.

DHL SERVICE POINT

DHL's assignment concerning shipments covers transportation from a sender listed in the DHL list of locations to a DHL Service Point listed in the DHL Service Point locator (www.dhlpaket.se).

DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

DHL's assignment concerning shipments covers transportation to and from locations listed in the DHL list of locations, see www.dhl.se/freight. Only the actual name of the location is valid, not to be confused with the post address name.

For shipments to locations not listed in the DHL list of locations, transport to DHL's nearest terminal is included; where the goods can be picked up or alternative solutions may be negotiated against a surcharge. In cases where the size and weight of the shipment are within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and deliver the shipment to a Service Point agent near the original shipping address.

12.3 Packaging

Goods must be packaged in such a way so as to withstand normal transportation handling, securing of loads and machine sorting as well as to not cause damage to other goods. Consignments containing fluids must be packaged with a sufficient amount of absorbent material in a container and in accordance with the DHL packaging instructions DHL does not accept liability for damages caused due to absence of or defective packaging. The packaging must be adapted to the contents.

In case of complaints, the original packaging must be saved. When picking up goods for delivery, DHL reserves the right to reject goods if the packaging is deemed defective or incorrect.

A surcharge will be debited if the interior of a vehicle requires special cleaning.

Pallets that conform to the EUR standard can be used for:

- An arbitrary load not exceeding 1,000 kg

Pallet transactions between sender and recipient are only permitted for Swedish domestic shipments and only after special agreement in the transport contract (the pallet transfer system, PÖS). For details, see Section 23.22 under Value Added Services.

12.4 Load carriers at the disposal of principal or sender

12.4.1 Loading and unloading

Loading/unloading will take place during normal working hours from 07.00–17.00. If the principal requests loading/unloading at the appointed time or within the appointed time-frame (even outside of normal working hours) a surcharge is debited. See section 24.15 and 24.24.

Loading/unloading must be carried out by the sender/recipient in accordance with the driver's instructions, with the necessary assistance from the driver.

Loading/unloading assumes free traffic and access, necessary height (4.5 m) and longest vehicle length (25.25 m). If such is not the case, return and reloading onto another vehicle is done against a surcharge. See section 23.10 and 23.12. Loading/unloading is carried out from/to loading dock or ground level next to the vehicle.

12.4.2 Timeframes for loading and unloading

The following time frames constitute standard terms for loading/unloading from the moment the vehicle is at the disposal of the sender/recipient. Weight below refers to total freight weight that is loaded or unloaded at the same occasion.

0-150 kg	5 min
151-999 kg	10 min
1,000-4,999 kg	30 min
5,000-9,999 kg	40 min
10,000-20,999 kg	50 min
21,000 kg-	60 min

If these times are exceeded, idle-time compensation will be debited in accordance, see section 23.18.

12.4.3 Commitment regarding loading and unloading

If an individual parcel weighs up to 800 kg, actual weight, and if the consignment's volumetric weight does not exceed 3,900 kg, the driver will, using the pallet truck and tail lift, assist in loading/unloading from/to loading dock or ground level in direct connection to the vehicle. When loading/unloading from/to loading dock or to/from ground level, the principal, on the request of DHL, is responsible for ensuring that the sender/recipient provides the necessary aids (on behalf of DHL) if the vehicle lacks a tail lift. If the nature of the goods requires special loading/unloading aids in addition to tail lift and pallet truck, the principal is responsible for providing those and carries the cost. If an individual parcel weighs in excess of 800 kg, actual weight, or if the consignments total volumetric weight is in excess of 3,900 kg, the principal is responsible for providing loading/unloading aids. If the nature of the goods requires loading aids, the principal is responsible for ensuring that the sender/recipient provides and carries the cost of any necessary loading/unloading equipment. Against a surcharge, DHL can assist in procuring the necessary loading/unloading aids. Loading/unloading with tail lift must be booked as an optional service for DHL PARTI. See section 23.4.

12.4.4 Delivery

DHL SERVICE POINT, DHL HOME DELIVERY

Delivery is made to the recipient or his/her representative either after the recipient has proved his/her identity via BankID or upon presentation of a valid identification document. Delivery to a representative requires said representative to present his/her own identification and that of the consignee as stated on the shipment. If the consignee has proven his/her identity via BankID said representative shall present the QR-code obtained at signing. This condition applies irrespective of whether delivery is made at the premises of a Service Point agent, at the consignee's address, or via collection from a terminal. DHL disclaims all responsibility for checking that delivery has been made to the correct consignee using the obtained QR-code.

For delivery via DHL parcel lockers, another procedure applies. Delivery is done to the person who received the PIN code, after verifying their identity via BankID. DHL disclaims all responsibility for checking that delivery has been made to the correct recipient.

If the shipment is addressed to a company without the name of a physical person, delivery is made to a person who can quote the shipment number for the shipment in question and present valid identification. DHL accepts no liability for verifying that delivery has been made to the correct consignee when no physical person has been stated as the consignee.

In cases where location for various reasons is not available in the DHL parcel locker selected by the sender or at the selected DHL Service Point, the shipment is redirected for delivery via another DHL Service Point nearby. Shipments handed out via a DHL parcel locker are notified via text message and/or email.

Information about which ID documents DHL approves can be found at www.dhlpaket.se/en/privatkund/hamta-paket.html. ID verification cannot be performed for transports to islands without bridge connections (with the exception of Gotland).

DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

Delivery is made to the delivery address stated. The client is responsible for ensuring that an authorised person signs for the goods at the delivery address stated. DHL is under no obligation to investigate whether the person who signs for the goods is authorised to receive the goods on behalf of the consignee.

DHL SERVICE POINT If the shipment has not been collected within 14 calendar days of the first notification, the shipment will be returned to the original consignor's address. Reminders are sent to the consignee before return. The freight payer is responsible for all costs that arise in connection with any return transport and/or forwarding. For details see Section 23.20 under Surcharges and Fees.

DHL PAKET

Delivery of DHL PAKET is to the recipient's goods inward area or reception, or inside the company's gate/door at the delivery address specified for the property or office premises. For other delivery points, for example to a specified department within the

recipient's premises or directly to store premises inside a shopping center, the optional service carry-in is available, see section 24.12.

12.4.5 Delivery obstacles

DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

Additional costs and charges to be covered by the freight payer may arise if DHL cannot complete the assignment due to, for example:

- The recipient being unavailable at the listed delivery address
- The recipient not paying the COD fee listed by the principal
- Lack of necessary unloading equipment
- Blocked access route to location of delivery
- Reloading as a result of local traffic regulations or limited access
- For shipments where requirements for verification of valid identification cannot be fulfilled by the recipient.

In the event of failed delivery, the goods are taken back and the consignee is notified that the goods are ready for collection from DHL's terminal. Alternatively, a new delivery may be scheduled. In cases where the size and weight of the shipment are within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and implement a new delivery to the Service Point agent closest to the original shipping address. For details see Section 23.10.

12.4.6 Deviations from specified goods quantity

If, for practical reasons, it is not reasonably possible to check the number of individual parcels in a consignment being picked up, any receipt serves to acknowledge that a quantity of goods that approximates the quantity listed on the receipt form 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.

12.4.7 Secure loading

Unless DHL explicitly undertakes to ensure the loading of goods, the sender is responsible for securing the goods in accordance with the country's national regulation and, in case of Hazardous Goods, securing the goods in the transport unit in accordance with requisite transport regulations (ADR/RID/IMDG etc.). The sender must also, if required, issue cargo securing certificates in accordance with the regulation for each mode of transport; e.g. Container Packing Certificate (CPC) for transport by sea in the relevant maritime region.

12.5 Transport documentation and addressing goods (labelling parcels)

The principal is responsible for the information listed in the transport documentation and for any costs incurred as a consequence of incorrect or incomplete information. DHL has the right to compensation in case of incorrectly issued address label or freight document, or any other documents concerning the assignment. The principal is responsible for issuing correct consignment note/transport instruction and address label for each consignment. For details see Section 23.11.

The consignment note must contain the following information:

- Sender's name, street address and customer number
- Recipient's name and street address, as well as the destination of the goods complete with post code and country or country code
- Number of parcels, label/number and description
- Goods description/class of goods trade type/special official regulations
- Barcode for each product
- Gross weight and volume of the goods, including packaging and transit aids, e.g. pallets
- Freight payment terms/terms of delivery • Any delivery restrictions/optional services (under special agreement)
- List of attached documents
- Specific information necessary to carry out the delivery, such as access code, etc.

Every parcel must have a correct and clearly written address label with the delivery address in accordance with the national standard for transport labels.

DHL SERVICE POINT, DHL PAKET, DHL HOME DELIVERY, DHL PALL
These products require electronically transmitted consignment information. A consignment list must be appended to the goods. The consignment list must contain the same information as the consignment note. Each parcel must have a correct and clearly written adhesive address label. Parcels with an actual weight in excess of 25 kg are labelled with a sticker or address label with the weight symbol.

DHL STYCKE For each assignment, the sender must submit a correct and complete SIS consignment note in four parts with consignment note number in figures and barcode format (Code 39 or Code 128) or other transport document assigned or approved by DHL. In case of EDI-transmitted information, a consignment list must be appended to the goods. The consignment list must contain the same information as the consignment note.

For consignments with a volumetric weight of less than 2,500 kg and where the principal has chosen to handle it via terminal through DHL PALL or DHL STYCKE, each parcel in a consignment must be labelled with the correct address in accordance with the DHL brochure, "Guide för fraktsedlar" (Guide for consignment notes), which is available at www.dhl.se/freight.

DHL PARTI

For each assignment, the sender must submit a correct and complete SIS waybill in four parts with waybill number in figures and barcode format (Code 39 or Code 128) or other transport document assigned or approved by DHL. In case of EDI-transmitted information, a consignment note in two parts supplemented by a consignment list is sufficient.

12.5.1 The freight documents content

The freight documents must contain the following information:

Information on sender: Company name, dispatch address, post code and dispatch location.

Information on recipient: Name, delivery address, post code and delivery location.

Transport instruction: Parcel and consignment weight, number of parcels in consignment; for goods between 3 and 12 metres,

irrespective of weight, the length and width of the goods must be stated in centimetres, consignment identity in clear text, paying customer with customer number, selected DHL product, as well as any Optional Services, handling instructions or delivery instructions.

Barcode: Legible barcode stating consignment or parcel identity. Addresses with parcel identity expressed as a barcode can only be used for consignments where complete consignment information is transmitted via EDI or equivalent technology.

12.6 Price and pricing rules

Unless otherwise agreed in writing, the price for each product listed in the published price list applies. The prices are based on the consignment information being transmitted to DHL via EDI, Internet. If such is not the case, a surcharge is debited. The price covers the services and obligations listed in the offer/agreement. Other services and obligations are debited by DHL in accordance with published price list for value added services, surcharges and fees, or in the absence thereof, with a reasonable amount, including compensation for

12.6.1 Price

Freight price (net freight plus any freight-related surcharges) are calculated on the volumetric weight of a consignment, including packaging and any loading accessories. The volumetric weight is the highest of the actual weight or the volume weight. The freight weight of a shipment is equal to the sum of the freight weight of each parcel. DHL reserves the right to measure and/or to weigh the goods and calculate shipping rates from measured weight and volume data.

Prices are calculated based on the weight and/or volume stated by the customer. DHL reserves the right to weigh and/or to measure the goods. If the values provided by the customer are less than the measured values, the price is calculated based on the measured weight and/or volume data.

DHL PALL Freight price is calculated per pallet.

12.6.2 Pricing rules

Cubic metre (cu.m.)

DHL SERVICE POINT, DHL PAKET, DHL STYCKE, DHL PARTI, DHL HOME DELIVERY

Goods in mixed consignment¹ and with an actual weight of less than 280 kg/cu.m. are calculated according to volumetric weight in excess of 280 kg/cu.m. (cu.m. = l x b x h x 280). For stackable pallets with a height of less than 1.25m the volumetric weight is calculated according to cubic metre (cu.m.).

Pallet place (PPL)

DHL HOME DELIVERY, DHL STYCKE, DHL PARTI

For goods on non-stackable pallets² (EUR measurements of 1.20 x 0.8 x maximum approved height for each product) or that exceed 1.25 m in height, the volumetric weight is calculated according to at least 780 kg PPL (only pallet goods). In cases where two or more pallets are stackable² within the maximum approved height for each product, freight calculations are performed according to a minimum of one pallet place.

Loading metre

DHL HOME DELIVERY, DHL STYCKE och DHL PARTI

Goods that due to size or packaging cannot be mixed¹ with other kinds of goods or do not provide for the possibility of maximizing loading space are calculated according to a volumetric weight of at least 1,950 kg/FLM (FLM = l x w / 240 cm). Loading metre refers to a metre of length on the back of a lorry with the full width and height of the loading space. The same applies for goods on non-stackable pallets² or pallets that exceed 1.25 m in height.

1) Mixed consignment = Goods that can be mixed with other types of goods (not always stackable).

2) Stackable = Stackable pallets that can support their own weight during transportation (Mixed consignment always possible).

Calculating volumetric weight for goods of a length in excess of 3 metres

DHL HOME DELIVERY, DHL STYCKE

For consignments containing one or more parcels of a length between 3.00 m and 5.99 m and with an individual parcel weight of less than 50 kg (actual weight), the volumetric weight per parcel is calculated in accordance with the table below.

Other parcels in the same consignment are calculated according to normal pricing rules and are then added to the long goods to get the total volumetric weight.

Width of parcel	Freight weight per parcel
1-40 cm	200 kg
41-80 cm	400 kg
81-120 cm	600 kg
121-160 cm	800 kg
161-240 cm	900 kg

Consignments with one or more parcels between 3.00 m and 5.99 m in length with an individual parcel weight in excess of 50 kg (actual weight) or a consignment containing parcels in excess of 6.00 m in length, irrespective of weight, are handled under DHL PARTI.

DHL PARTI

For consignment containing one or more parcels between 3.00 m and 5.99 m in length with an individual parcel weight in excess of 50 kg (actual weight) as well as for consignments containing individual parcels between 6.00 m and 12.00 m in length irrespective of weight, the volumetric weight is calculated per parcel in accordance with the table below (but with a minimum of 1,000 kg). Other parcels in the same consignment are calculated according to normal pricing rules and are then added to the long goods to get the total volumetric weight.

Width of parcel	Freight weight per meter
1-40 cm	325 kg
41-80 cm	650 kg
81-120 cm	975 kg
121-160 cm	1,300 kg
161-240 cm	1,950 kg

For example: A consignment containing two parcels, one pipe (7 m in length and 20 cm wide, 60 kg) and a pallet (1.20 x 0.80 x 1.10 m, 100 kg) is calculated as follows:

Pipe = 325 x 7 = 2,275 kg

Pallet = 1.20 x 0.8 x 1.10 x 280 = 296 kg

Total = 2,275 + 296 = 2,571 kg

Rules for rounding

DHL SERVICE POINT, DHL PAKET

Volumetric weight is rounded up to the nearest kilogram.

DHL HOME DELIVERY, DHL STYCKE

Volumetric weight is rounded up to the nearest kilogram for consignments below 5,000 kg. For volumetric weight in excess of 5,000 kg, benefit calculation is used and the result is rounded up to the nearest 100 kilograms.

DHL PARTI

The following terms apply for agreements involving 26 weight classes: – Total volumetric weight is rounded up to the nearest kg for shipments under 5,000 kg. For shipments weighing upwards of 5,000 kg, the weight is rounded up to the nearest full 100 kg. – Benefit calculation as from 5,000 kg.'

The following terms apply for agreements involving 8 weight classes:

– Total volumetric weight is rounded up to the nearest kg for shipments under 5,000 kg. For shipments weighing upwards of 5,000 kg, the weight is rounded up to the nearest full 100 kg.

– Benefit calculation as from 1,000 kg.

12.7 Payment

The principal is responsible for providing written instructions to sender/recipient and to DHL. The principal 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 advance unless DHL has approved credit or invoicing, whereupon the following freight payment terms² are accepted:

- Payment by sender
- Payment by recipient¹
- Payment by other party (i.e. third party with links to the principal/sender)

1) *Requires EDI-transmitted consignment information concerning DHL PAKET*

Advanced payment is accepted by postal or bank giro and some bank cards.

If the payer wishes to change the information after the consignment is invoiced, a surcharge will be debited for amending the assignment. For invoices not sent to the recipient in PDF format or via EDI, a billing charge will be added to invoices issued by DHL Freight (Sweden) AB. For details see Sections 23.2 and 23.19.

12.8 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. Transports with a time guarantee¹ are only applicable if the domestic optional services PRE 7, PRE 10 or PRE 12 have been agreed or if DHL has undertaken, in agreement with or offer to the principal, to carry out the transport with a time guarantee. Thus, any wishes or conditions put forward by the principal regarding time of delivery, e.g. in the consignment note, are not considered binding for DHL. The transport timetable for DHL is based on set dispatch and arrival dates.

Any incorrect information in the consignment note or equivalent document, or incorrect address label, or insufficient delivery address information (e.g. post box) entails a deviation from the transport timetable. For details see Section 23.6. Restrictions to the transport timetable may apply due to holiday weekends and during vacations. Deviations may also occur in connection with notification, transporting Hazardous Goods, refrigerated goods, goods that exceed current product specification or goods with defective or damaged packaging.

1) *Priority service (PRE 7, PRE 10, PRE 12) is available for DHL PAKET, DHL PALL and DHL STYCKE*

15. SPECIAL CONDITIONS FOR ASSIGNMENTS INVOLVING STORAGE

The regulations concerning storage in NSAB 2015 §25 do not apply to storage in connection to transport; only in cases where there is an agreed-upon storage assignment. In those cases, DHL is obligated to perform an inventory and insure the goods on behalf of the principal to the extent that this is part of the agreement.

17. EDI

The principal is responsible for that the information transmitted to DHL via EDI is accurate, consistent with the goods and can be handled by DHL. EDI in respect of a specific consignment must be transmitted during normal office hours on the day the consignment is picked up by DHL at latest.

The principal 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

The current rates for surcharges and fees are published at www.dhl.se/freight.

23.1 Bokningsavvikelse (s.k. Bomkörning) (Booking discrepancy ("wasted journey"))

DHL SERVICE POINT, DHL HOME DELIVERY, DHL PAKET, PALL, DHL STYCKE

In cases where DHL has received and accepted a booking, or where a fixed pick-up agreement exists, and where goods are not available for collection at the pick-up time agreed, what is known as a "wasted

journey” fee will be charged. This fee may be debited separately and in arrears.

DHL PARTI

If the booked volume of goods does not match that delivered, or if an operation has been cancelled without DHL’s consent, DHL reserves the right to claim compensation for additional costs or for lost freight income in accordance with the additional cost incurred for each individual assignment.

23.2 Faktureringsavgift (Invoicing fee)

A fee will be charged for invoices that are not distributed electronically via email (PDF) or EDI.

23.3 Farligt gods (Dangerous goods)

DHL PALL, DHL STYCKE, DHL PARTI DHL handles the shipments according to the applicable regulations (ADR, RID, IMDG CODE) and in line with the relevant legislation.

DHL must be informed that the shipment contains dangerous goods when the booking is made. The booking will be confirmed by DHL. The consignor is responsible for ensuring that the goods are declared in accordance with the applicable regulations (ADR, RID, IMDG CODE). Every package must be marked with m.

An IMDG CODE-Surcharge that may vary over time will also be charged for the stretch of the journey by ferry to/from Gotland. Our office in Oskarshamn can provide information about the applicable prices at any time. Additional surcharges may be applied in the event that special measures or arrangements are required for the transport.

Transport of Dangerous Goods may entail deviations from the Transport Timetable. The Dangerous Goods Surcharge is based on the total volumetric weight of the shipment.

23.4 Farligt gods i begränsad mängd (Dangerous goods, limited quantities)

DHL SERVICE POINT, DHL PAKET, DHL PALL, DHL STYCKE, DHL HOME DELIVERY, DHL PARTI DHL handles “Dangerous goods, limited quantities” shipments according to the applicable regulations (ADR, RID, IMDG CODE) and in line with the relevant legislation.

An IMDG CODE-surcharge that may vary over time will also be charged for the stretch of the journey by ferry to/from Gotland. Our office in Oskarshamn can provide information about the applicable prices at any time. Additional surcharges may be applied in the event that special measures or arrangements are required for the transport. Dangerous goods in limited quantities to Gotland require goods declaration due to sea regulations

DHL SERVICE POINT, DHL PAKET, DHL PALL, DHL STYCKE, DHL HOME DELIVERY, DHL PARTI DHL handles “Dangerous goods, limited quantities” shipments according to the applicable regulations (ADR, RID, IMDG CODE) and in line with the relevant legislation.

An IMDG CODE-surcharge that may vary over time will also be charged for the stretch of the journey by ferry to/from Gotland. Our office in Oskarshamn can provide information about the applicable prices at any time. Additional surcharges may be applied in the event that special measures or arrangements are required for the transport. Dangerous goods in limited quantities to Gotland require goods declaration due to sea regulations

23.5 Felaktig kollimärkning (Correction of parcel information)

Supplementation/alteration of mandatory information on parcel labelling/address labels, and non-readable bar-codes.

23.6 Felaktiga sändningsuppgifter (Correction of shipment information)

Supplementation/alteration or lack of mandatory shipment information – e.g. mailbox address – Fee Notification not booked for shipments to consumer, incorrect address label/shipment information, etc.

23.7 Gotlandstillägg (Gotland surcharge)

DHL HOME DELIVERY, DHL PALL, DHL STYCKE, DHL PARTI Transports to and from Gotland are subject to a price surcharge on the net freight, including Thermo- and/or Capacity surcharge, if applicable.

23.8 Kapacitetstillägg (Capacity surcharge)

DHL PARTI Transports within Sweden with a minimum estimated freight weight of 1,000 kg are subject to a capacity surcharge calculated on the net freight.

23.9 Kollitillägg (Additional costs from sixth parcel)

DHL PAKET Surcharge for multiple parcel shipments, as from and including the sixth parcel.

23.10 Leveranshinder (Delivery Obstacles)

DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI This fee is charged and debited to the freight payer if delivery cannot be made on account of the consignee not being contactable at the stated delivery address or otherwise refusing to accept delivery. (see Section 12.4.5). In such cases, the goods will be taken back and the consignee will be notified that the goods are available for collection from the DHL terminal. Alternatively, new delivery arrangements may be made (see Section 23.12). In cases where the size and weight of the shipment are within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and implement a new delivery to the Service Point agent closest to the original shipping address

If the shipment is addressed to a private individual, delivery is made at the terminal to the consignee or this person’s representative on presentation of valid identification. Delivery to a representative

requires said representative to present his/her own identification and that of the consignee as stated on the shipment.

If the shipment is addressed to a company, delivery is made to a person who can quote the shipment number for the shipment in question and present valid identification.

Information about which ID documents DHL approves can be found at www.dhlpaket.se/en/privatkund/hamta-paket.html.

23.11 Manuell registrering av fraktsedel (Manual registration of waybill)

For customers who do not transmit information electronically (EDI, web service, TA system, etc.), a fee is charged for the manual registration of the consignment note.

23.12 Ny utkörning (New delivery)

When goods are taken back on account of inability to complete delivery, a new delivery may be made against payment of a fee.

DHL PARTI Fuel, Congestion and Location surcharges will be added to the price. The calculation regulation does not apply when the distance between terminal and consignee exceeds 70 km. In such cases, a new freight cost is charged on the basis of a separate agreement.

23.13 Orttillägg (Location surcharge)

This surcharge is applied for transport to consignees with delivery addresses in certain 5-figure post code areas.

A current list of the post code areas to which this surcharge applies is published online at www.dhl.se/freight.

23.14 Lagerhyra (Warehouse rent)

For shipments which remain at the terminal after notification has been issued – because the consignee has not accepted delivery, for example – DHL will charge a fee per shipment and working day as from the fourth day after notification.

23.15 Storstadsstillägg (Congestion surcharge)

DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

A Congestion surcharge is applied for transport to consignees in the Stockholm area (post codes 10–19) and in the Gothenburg area (post codes 40–44). Comprehensive information about the post codes to which the surcharge applies is available online at www.dhl.se/freight.

23.16 Temperaturkontrollerad transport – Thermo (Temperature-regulated transport – Thermo)

The consignor is responsible for ensuring that on consignment to DHL, the goods are at the temperature under which they are to be transported. Deviations from normal transport times may occur.

Temperature-controlled transport must always be stated on booking.

Terma Värme (Thermo Warm)

DHL PALL, DHL STYCKE, DHL PARTI “Thermo Warm” indicates that the goods are to be transported in frost-free conditions (at least +1°C).

Customers without a special agreement must book DHL STYCKE, DHL PALL via DHL Customer Service.

Cannot be booked with the value added services: Delivery without receipt, Priority service (PRE 7, PRE 10 and PRE 12).

Terma Kyla (Thermo Cold)

DHL PARTI

For “Thermo Cold” deliveries, the temperature is maintained at between +2 and +8°C throughout the transport chain. Different temperature ranges can be provided by special agreement (although max. 15°C). In such cases, the desired temperature range must be clearly stated at the time of booking.

The Thermo Cold surcharge is always confirmed directly with the customer by DHL’s traffic controller.

Cannot be booked with the value added services: Delivery without receipt, Priority service (PRE 7, PRE 10 and PRE 12).

23.17 Utanför produktspecifikation (Outside product specifications)

A fee will be charged for shipments and/or individual parcels that deviate from permitted dimensions and/or weight limits.

For goods outside current product specification, deviations from ordinary transport time may occur

23.18 Väntetid och extra lastnings- och lossningstid (Waiting time and extra loading/unloading time)

An extra fee will be charged for shipments that take longer to load or unload than the time limits stated in these Product-Specific Terms and Conditions, or laid down in a separate freight agreement.

23.19 Ändring av transportuppdrag (ÄFF) (Conversion fee)

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.

23.20 Ej uthämtad sändning (Non-collected shipment)

DHL SERVICE POINT

This

charge is applied in the event the consignee fails to collect his/her parcel from a Service Point agent within 14 days. Freight according to the agreement for return shipping will be added to this charge.

23.21 Säsongstillägg (Seasonal Surcharge)

DHL PARTI

For transport assignments in Sweden with a minimum freight calculation weight of 1,000 kg are subject to a seasonal surcharge on the calculated net freight. The surcharge is charged during April, May, June and September, October, November.

DHL SERVICE POINT

The surcharge is charged during November, December, January. See public pricelist Tillval, Tillägg och Avgifter for exact date.

23.22 Leverans till privatperson (Delivery to consumer)

DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

For deliveries to consumer a fee is applied.

23.23 Bulky (longer than 120 cm)

DHL SERVICE POINT

A surcharge applies to consignments longer than 120 cm but not longer than the maximum length of 150 cm.

23.24 Avisering (Notification)

DHL HOME DELIVERY

Notification via sms or e-mail is included in the service for shipments with pre-booked delivery time (Leveranstid Online). If this is not the case, cost for Notification will be charged

DHL SERVICE POINT

Notification via sms or e-mail is included in the service.

23.25 Retur tillägg (Return surcharge)

DHL HOME DELIVERY

Surcharge applicable for return shipments from private persons (DHL Home Delivery Return).

24. VALUE ADDED SERVICES

Current prices and additional information about the value added services described below are published on www.dhl.se/freight. For details of how to book the value added service(s) required see the brochure entitled "DHL Freight – Value added services, surcharges and fees". If a hand-written consignment note is used, see the

"Guide to consignment notes and address labels", which is published online at www.dhl.se/freight. I

In accordance with Section 12.4.1, evening delivery and value added services linked to loading or unloading cannot be performed for transports to and from islands without bridge connections (with the exception of Gotland) or where there is no passable road.

24.1 Annan fraktbetalare (Other freight payer)

DHL invoices the third party, i.e. either consignee or consignor. Select "Other freight payer" and state the paying customer number. In the event that the freight payer fails to pay, see Section 12.7.

Cannot be combined with: Cash on delivery.

24.2 Avisering (Notification)

Notification must always be booked with the correct contact details. DHL accepts no responsibility for delays attributable to incorrect information. Notification normally means that ordinary transport time does not apply. For details, see Section 12.1.3.

DHL SERVICE POINT

Notification by mail can be booked as a value added service. The consignee is notified via physical letter when the shipment is available for collection from a Service point. Notification by mail is not available for DHL parcel locker deliveries.

DHL PAKET, DHL PALL, DHL STYCKE

Select the value added service "Notification" and state the name and daytime telephone number of the consignee. The value added service is to be stated on the address label. The consignee will be contacted and the delivery made at the time proposed.

For the Notification service, the consignee also has the option of collecting the goods from the relevant DHL terminal. In this case, the regulations for delivery are the same as those that apply to the value added service 'Collection from terminal' (See Section 24.3).

Cannot be combined with: Collection from terminal, Priority service (PRE 7, PRE 10 and PRE 12).

DHL PARTI

Select the value added service "Notification" and state the name and daytime telephone number of the consignee. Notification is normally issued on the day before delivery, and only by phone.

24.3 Avhämtas terminal (Collection from terminal)

DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE

The goods are available for collection during the day from the DHL terminal. In this case, the consignee is notified when the goods are available for collection. State the DHL terminal from which the goods are to be collected. See www.dhl.se/freight for the opening hours of the different terminals. DHL accepts no liability for delays attributable to incorrect information.

If the shipment is addressed to a private individual, delivery at the terminal is made to the consignee or this person's representative on presentation of valid identification. Delivery to a representative requires said representative to present his/her own identification and that of the consignee as stated on the shipment.

If the shipment is addressed to a company, delivery is made to a person who can quote the shipment number for the shipment in question and present valid identification.

Information about which ID documents DHL approves can be found at www.dhlpaket.se/en/privatkund/hamta-paket.html.

Cannot be combined with: Priority service (PRE 7, PRE 10 and PRE 12), Carrying help, Info delivery, Delivery without receipt, Carrying help to room of choice, Two-man delivery, Packaging removal, Evening delivery, Installation, Assembly, Disposal of replaced goods.

24.4 Bakgavellift (Tail lift)

DHL PARTI

As standard, goods are loaded/unloaded via the side of the vehicle. Tail lift loading/unloading can be selected as a value added service for shipments and where each individual parcel is no heavier than 800 kg actual weight and maximum dimensions of 2.4 m * 1.1 m * 2.2 m (L * B * H), and can be manoeuvred using a pallet truck. (1 pallet = 780 kg total volumetric weight). See Section 12.4.3.

24.5 Bortforsling gammal vara (Disposal of replaced goods)

DHL HOME DELIVERY

Disposal of replaced goods is intended for deliveries to consumer who wish to replace an existing, corresponding item. The goods replaced will be destroyed in an environmentally friendly manner.

Disposal of replaced goods can only be performed when combined with the value added service "Carrying help to room of choice". The item(s) in question must have been readied for disposal. This means that the item(s) must be easy to access, and that any connections, fixtures or fittings must have been removed.

A precondition for this value added service is that the size and weight of the goods allow two persons to handle the disposal. The driver is entitled to refuse to dispose of any item if he considers that it constitutes a risk of personal injury or damage to property.

24.7 Extra bemanning (Extra driver)

DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

The "Extra driver" service can be ordered for loading and unloading, and for carrying help with individual parcels that weigh more than 25 kg, or parcels which the driver cannot handle unassisted on account of their size. This value added service normally means that ordinary transport time does not apply.

24.8 Prioriterad leverans PRE 7, PRE 10 och PRE 12 (Priority service - PRE 7, PRE 10, PRE 12)

DHL PAKET, DHL PALL, DHL STYCKE

The shipment is delivered to the consignee no later than the agreed time on an ordinary delivery day as follows: PRE 7, no later than 07.30; PRE 10, no later than 10.00; and PRE 12 no later than 12.00.

Please note that delivery may be made earlier than the latest arrival times stated above. In the event of customer complaints of late delivery, DHL will repay the freight cost and the surcharge.

See www.dhl.se/freight for geographical coverage .

Label all the parcels in the shipment with a special label for PRE 7, PRE 10 or PRE 12. You will be issued with labels automatically when the shipment is booked with the value added service, and you can print the relevant consignment note via www.dhl.se/freight.

If you print your consignment notes in a different manner, you can access the label online at www.dhl.se/freight. If the label for the Priority service (PRE 7, PRE 10 or PRE 12) is missing, the shipment will be handled as a shipment without value added service.

For shipments with the value added services PRE 7 and PRE 10, the electronic shipment information must be transferred to DHL on the day of departure no later 16.00. The electronic shipment information for PRE 12 must be transferred to DHL on the day of departure no later 20.00.

Cannot be combined with: Notification, Carrying help, Thermo warm, Collection from terminal, or Dangerous Goods.

24.10 Weekend delivery

DHL PARTI

This value added service is performed on the basis of a separate agreement with DHL.

24.11 Collection and terminal handling by DHL PARTI

DHL PARTI

This value added service is performed on the basis of a separate agreement with DHL.

24.12 Carrying help

DHL PAKET

Carrying help with parcel shipments with an actual weight of no more than 25 kg/parcel from the consignee's entrance/door to another place on the consignee's premises. This value added service applies only to shipments containing parcels with an actual weight of no more than 25 kg/parcel, which can be handled by a single person carrying them or transporting them on a trolley without having to use stairs in any shape or form.

For parcels with an actual weight in excess of 25 kg, or which cannot be handled by the driver alone on account of their size, carrying help

is only possible with the addition of the value added service “Extra driver”, see Section 24.7. Alternatively, such parcels can be carried in with the assistance of the consignee.

State all parcel weights in actual weight. The price for the “Carrying help” service is based on the total volumetric weight of the shipment.

Cannot be combined with: Collection from terminal, Delivery without receipt, Priority service (PRE 7, PRE 10 and PRE 12).

DHL PALL, DHL STYCKE

Carrying help for parcels with an actual weight of no more than 25 kg from the vehicle, into a building – e.g. an office – into a residence, or directly to shop premises in shopping centres. Carrying help is limited to placement immediately inside the door or entrance, and only applies to parcels with an actual weight of no more than 25 kg, which a single person can handle by carrying them or transporting them on a trolley or pallet truck (for pallets) without having to use stairs in any shape or form.

For parcels with an actual weight in excess of 25 kg, or which cannot be handled by the driver alone on account of their size, carrying help is only possible with the addition of the value added service “Extra driver”, see Section 24.7. Alternatively, such parcels can be carried in with the assistance of the consignee.

Pallet goods are always handled using a pallet truck and therefore require unobstructed access without stairs. Pallet trucks are also used for carrying help with shipments whose total volumetric weight exceeds 150 kg. Such shipments must be loaded onto EUR pallets or similar, have a maximum actual weight of 800 kg/pallet, and be suitable for handling by a single person.

State all parcel weights in actual weight. The price for the “Carrying help” service is based on the total volumetric weight of the shipment.

Cannot be combined with: Collection from terminal, Delivery without receipt, Priority service (PRE 7, PRE 10 and PRE 12), Dangerous Goods.

24.13 Carrying help to room of choice

DHL HOME DELIVERY

“Carrying help to room of choice” is intended for deliveries to consumer who wish to have their goods carried to a place in the home specified by the consignee. One point of delivery per shipment.

A precondition for this value added service is that the size and weight of the goods allow two persons to handle the carrying. The maximum weight for each individual item is 70 kg. A shipment placed on a load carrier which cannot be carried in as a single unit will be divided up as required. Consignments separated for carrying help must be clearly marked with instructions and properly prepared. Each item must be packed in durable product packaging. Product packaging is not broken.

The consignee is responsible for removing all obstacles from the delivery area, and for taking all measures necessary to ensure delivery free from injury and damage. These measures include, for example, protecting floors and removing doors prior to delivery. The driver will not take off his shoes when carrying items into the home.

If, on account of its weight and/or size, combined with difficulty of access to the unloading point, the shipment cannot be handled safely without the risk of physical injury or damage to property, the driver is entitled to refuse to carry the item(s) to the place indicated. The driver is similarly entitled to refuse to carry items to the place indicated if, in his opinion, the time taken to perform this service will exceed 20 minutes. In such cases, the consignee may indicate a different place. If driver and consignee cannot agree on an alternative point of delivery, the driver will take the shipment back, and the freight payer will be invoiced for the costs incurred from the attempted delivery. The price for the value added service “Carrying help to room of choice” is based on the total volumetric weight of the shipment. A special agreement can be reached in advance for help to carry larger or heavier goods, or for locations that are difficult to access. Such agreements are only valid on confirmation from DHL.

Geographical coverage according to timetable on www.dhl.se/freight.

24.14 Kvällskörning (Evening delivery)

DHL HOME DELIVERY

Evening delivery entails the delivery of goods or collection of returned items in the evening, i.e. between 17.00 and 22.00. The price is based on zones, see www.dhl.se/freight.

24.15 Lastning/ lossning på icke ordinarie arbetstid (Loading/unloading outside regular working hours)

DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

At the request of the customer, loading or unloading at times other than 07.00–17.00 on weekdays, excluding public holidays. This value added service is performed on the basis of a separate agreement with DHL.

24.16 Leveransbesked (Info delivery)

DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE, DHL PARTI

The “Info delivery” value added service involves the driver contacting the consignee on the telephone number stated approx. 15–30 minutes prior to delivery. State the phone number DHL is to call. When contacted by the driver, the consignee may not change the delivery time and/or delivery address from that originally stated. If the consignee fails to answer the call to the telephone number stated, the driver will nevertheless attempt to deliver to the relevant address. If the consignee is not at the stated delivery address at the agreed time of delivery, the goods will be taken back to the terminal and handled in accordance with the regulations that apply for the “Hindered delivery” surcharge (see Section 23.10 under Surcharges and Fees).

Leveransbesked is included free of charge when booking DHL HomeDelivery shipments.

Cannot be combined with: Collection from terminal, Priority service PRE 7, and Dangerous Goods.

24.17 Notice of delivery

DHL SERVICE POINT, DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE

Information about where the shipment is located is based on DHL's scanning points, and is sent to the email address and/or phone number stated. DHL accepts no liability for information that is not received on account of incorrectly stated details.

24.18 Leverans utan kvittens (Delivery without receipt)

DHL PAKET, DHL PALL, DHL STYCKE, DHL HOME DELIVERY, DHL PARTI

This value added service entails DHL delivering the shipment at the delivery address stated without the consignor being present and signing for the delivery in person. Delivery of the shipment with the value added service "Delivery without receipt" is performed in accordance with the applicable terms and conditions (see Section 12.4).

This value added services can be ordered by the consignor, or by the consignee of a DHL Home Delivery shipment in the case the identity has been proven via Bank ID.

Delivery without receipt entails DHL – including any subcontractors commissioned – waiving any and all responsibility for the goods in connection with delivery.

If – irrespective that the value added service "Delivery without receipt" has been requested – the consignee is present at the time of delivery but refuses to accept the shipment, the situation will be handled in accordance with the applicable regulations for "Hindered delivery" surcharge (see the Section 23.10 under Surcharges and Fees).

Cannot be combined with: Insurance, Cash on Delivery, Carrying help, Thermo, Collection from terminal, Dangerous goods, or Dangerous goods, limited volumes.

24.19 Lossning- och lastningshjälpmedel (Unloading and loading aids)

DHL PARTI

This value added service is performed on the basis of a separate agreement with DHL.

24.20 SKICKA GRÖNT (Environmental freight)

DHL PAKET, DHL PALL, DHL STYCKE, DHL HOME DELIVERY, DHL PARTI

This option means that fossil-free transit, corresponding to the

booked shipment, is carried out somewhere within DHL's transport network.

This value added service is checked and verified by an independent party once a year.

24.21 Mottagarbetald frakt (Consignee pays)

DHL PAKET, DHL PALL, DHL STYCKE och DHL PARTI

DHL invoices the consignee rather than the consignor. State the consignee's customer number. For DHL PAKET, the shipment information must be transferred electronically to DHL.

In the event that the freight payer fails to pay, see Section 12.7.

24.22 Pallöverföringssystem - PÖS (Pallet transfer system)

Pallet transactions between consignor and consignee are only permitted on assignments for transport within Sweden, and only by special agreement. This value added service is conditional upon both consignor and consignee subscribing to our pallet transfer system (PÖS). The cost of the value added service is always charged to the freight payer.

State the number of EUR pallets and the pallet registration numbers of both consignor and consignee.

For details, see the document entitled "Terms and conditions for the pallet transfer system (PÖS)".

24.23 POD Leveransbevis (POD proof of delivery)

DHL produces an actual receipt on the consignment document for the client. Shipment number required. Digital receipt also searchable on www.dhl.se/freight.

24.24 Tidsbestämd lastning eller lossning (Time definite loading or unloading)

DHL PARTI

Shipment loaded/unloaded at an agreed time with a 'window' of +/-30 minutes or within an agreed period on a specific day. For "Time definite loading", the desired loading time must be stated.

For "Time definite unloading", the desired date and time for unloading must be stated. This value added service is only valid in those cases where DHL has issued a confirmation.

A special condition of this value added service is that, when combined traffic solutions are involved, DHL is entitled to apply the subcontractor's liability provisions.

24.25 Transportstöd (Transport support)

This value added service is performed on the basis of a separate agreement with DHL.

24.26 Utbärning från anvisad plats (Carrying help removal)

DHL HOME DELIVERY

The "Carrying help removal" service is intended for returns from consumer (consignor) where the shipment is carried out from a defined place in the home. A precondition for this value added service is that the size and weight of the goods allow two persons to handle the removal. The maximum weight for each individual item is 70 kg.

The consignor is responsible for removing all obstacles from the point of removal, and for taking all measures necessary to ensure delivery free from injury and damage. These measures include, for example, protecting floors and removing doors prior to removal. The driver will not take off his shoes when removing items from the home. If, on account of its weight and/or size, combined with difficulty of access to the point of removal, the shipment cannot be handled safely without the risk of physical injury or damage to property, the driver is entitled to refuse to remove the item(s). The driver is similarly entitled to refuse to remove items if, in his opinion, the time taken to perform this service will exceed 20 minutes. The freight payer will be invoiced for the costs attributable to the collection attempt.

The shipment must be packaged for transport in accordance with the applicable packaging instructions, and the relevant transport label must have been affixed at the time of collection. The price for this value added service is based on the total volumetric weight of the shipment.

Geographical coverage according to timetable on www.dhl.se/freight.

24.27 Varuefterkrav (Cash on delivery)

DHL SERVICE POINT

DHL's Service Point agent accepts payment for the goods in connection with hand-over, and then transfers this sum to the payment receiver. We accept cash (max. SEK 10,000) and, in some cases, payment cards (MasterCard, VISA). Service Points located in DHL terminals do not accept cash payment. Possible payment method may vary between Service Point agents. The payment receiver will normally receive the COD sum within five working days of the date of collection. The client is responsible for any costs we incur as a result of confiscation, refusal to accept items, insolvency, or refusal by the consignee to pay.

State the sum, giro account type, account number and reference.

The cash on delivery option is not available for DHL parcel locker deliveries.

24.28 Varuförsäkring (Insurance)

This value added service comprises insurance of valuables up to the sum of SEK 3 million. Excess is included in the premium, which is based on the value of the goods.

State the value of the goods. Insurance policies for goods valued in excess of SEK 3 million can be taken out by special arrangement with DHL.

The insurance does not cover the following types of goods such as: vehicles, boats, unpackaged goods, used machinery, tiles, marble, used property, returns, etc. The insurance does not cover indirect damage or losses, nor losses or damage caused by delays.

See separate documentation at www.dhl.se/freight

Cannot be combined with: Delivery without receipt.

24.29 Återtag av transportemballage (Packaging removal)

DHL HOME DELIVERY

The "Packaging removal" service covers the removal of and taking away of transport packaging such as plastic, cable ties, corrugated card, load carriers, etc. This material is subsequently disposed of in an environmentally friendly manner.

We do not take away product packaging. Examples of product packaging include the physical product package, lists of contents and instructions. Please remember that DHL does not carry transport packaging in the event of goods returns.

24.30 Delivery without ID control

DHL HOME DELIVERY

Delivery is made to the delivery address stated. The client is responsible for ensuring that an authorised person signs for the goods at the delivery address stated. DHL is under no obligation to investigate whether the person who signs for the goods is authorised to receive the goods on behalf of the consignee.

24.31 Truck (Dragbil)

DHL PARTI

Booking of a truck for loading / unloading areas where there is limited access for vehicle up to 25.25 m, e.g. due to local regulations, limited area at loading / unloading area, lack of free access for vehicle 25.25m, etc. Shipment size is maximized to 7,2 loading meter.

24.32 Hemleverans (Home delivery)

DHL SERVICE POINT

Delivery to private person's door takes place in the evening 17-22 weekdays. Home delivery can be sent to recipients in selected postcode areas. Before delivery, the recipient is notified with day for delivery. The recipient can adjust the delivery in accordance with what is stated in the notification.

DHL has no obligation to investigate whether the person receiving the package is authorized to receive the package on behalf of the recipient, except when Identification check is selected.

If the recipient has selected "Leave outside the door", the package is left at the location specified by the recipient, adjacent to the delivery address.

The sender can in combination with the option Home delivery also select Identification check. In these cases, delivery is only made to the recipient or his bid upon presentation of a valid identification document.

In the event of a delivery delay, DHL reserves the right to instead deliver the package via a suitable Service Point representative. New shipment will be charged to original freight payer.

If the recipient refuses to receive the package, it is returned to the sender. New shipment will be charged to original freight payer.

24.33 Personal delivery (Personlig utlämning)

DHL SERVICE POINT

Delivery is made only to the recipient specified by the client. Delivery to a representative is not possible.

Cannot be combined with: Hemleverans (Home delivery).

24.34 Upphämtningsbesked (Pre-advice pickup)

DHL HOME DELIVERY, DHL PAKET, DHL PALL, DHL STYCKE

The driver will contact the sender at the given phone number approximately 15-30 minutes before pick-up. The sender cannot change the pick-up time and/or pick-up address in the contact with the driver. If the sender does not answer on the given phone number, the pick-up attempt will be carried out at the given pick-up address regardless.

25. STORING FREIGHT DOCUMENTS

DHL Freight (Sweden) AB (DHL) uses scanning and electronic storage media for the original consignment note and receipt (the Ti and Tu parts).