



DHL EUROCONNECT/DHL EUROLINE/DHL EURAPID/
DHL EUROCONNECT PLUS

PRODUCT SPECIFIC TERMS AND CONDITIONS



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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 etc.

The sections in this document are in the same order as the corresponding sections in DHL'S GENERAL TERMS AND CONDITIONS. In cases where the subheadings indicate a specific product or products, the terms and conditions will apply solely to that product or those products, e.g. "DHL EURAPID". Section 23 has no equivalent in DHL'S GENERAL TERMS AND CONDITIONS. In the case of no subheadings, the conditions will apply to all types of assignments.

11. DANGEROUS GOODS AND OTHER GOODS THAT REQUIRE SPECIAL AGREEMENT

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 0014, 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.

12. SPECIAL CONDITIONS FOR TRANSPORT ASSIGNMENTS

DHL EUROCONNECT - Less Than Truck Load

DHL EUROCONNECT comprises of international less than truck loads, groupage, up to 2 500 kg chargeable weight per shipment

to and from Europe.

Max. 1 000 kg real weight per package.
Max. dimensions per package including packaging:
(L*W*H) 220*240*299 cm.
Min. dimensions per package incl. packaging:
(L*W*H) 15*11*3 cm.
Min. weight per package 1 kg.

Price per shipment from 1 kg – 2 499,99 kg (payable weight).

DHL EUROLINE - Part Truck Load and Full Truck Load

DHL EUROLINE comprises of international Part Truck Load and Full Truck Load to and from Europe and beyond with more than 2 500 kg/shipment chargeable weight.

Max. dimensions per shipment incl. packaging:
(L*W*H) 13,6 LM*240*265

The maximum weight per package and consignment is limited by the vehicle's load capacity and the road's bearing capacity.

From 2 500 kg price / 100 kg (payable weight).

Consignments containing individual packages with dimensions exceeding 600 cm in length x 240 cm in width x 265 cm in height including packaging / package, or which cannot be handled by truck and may result in a concentrated load of vehicles, can only be received for transport by special agreement.

For long goods calculation 3,0 - 5,99 m read under 12.6 "Price and price calculation rules"

DHL EURAPID - Less Than Truck Load

DHL EURAPID comprises of international Less than Truck Loads, groupage, up to 2500 kg chargeable weight per shipment to and from Europe, with the addition that it is handled as a premium service, that is to say with priority and always via terminals with scanning event. Through proactive monitoring we ensure that the transit is prioritized, and the customer is informed of any deviations.

The transit follows the DHL Eurapid "LEDTID" / Lead Time Calculator, which provides a confirmed delivery date based on booked pick-up.

Max. 1 000 kg per package real weight.
Max. dimensions per package including packaging:
(L*W*H) 240*120*220 cm.
Min. dimensions per package including packaging:
(L*W*H) 15*11*3 cm.
Min. weight per package 1 kg.

Price per shipment from 1 kg – 2 499,99 kg (payable weight).

DHL EUROCONNECT PLUS - Less Than Truck Load

DHL EUROCONNECT PLUS comprises of international Less than Truck Loads, groupage, up to 1 000 kg chargeable weight per shipment, only valid for export and with a signed agreement. Current zones and special postal code list at www.dhl.se/Freight.

Max. 800 kg per package real weight.
Max. dimensions per package including packaging:
(L*W*H) 220*120*240 cm.
Min. dimensions per package including packaging:
(L*W*H) 15*11*3 cm.
Min. weight per package 1 kg.



Max. weight per consignment is 1 000 kg (payable weight and max. 4 m³).

12.1 Ordering and booking

All transport assignments in this document are intended for consignments between Companies (B2B). A separate agreement is required for consignments to Private Customers (B2C). For consignments addressed to Private Customers without a separate agreement, DHL reserves the right to deny or to carry out the transport and debit surcharges and extra costs carrying through.

The compulsory cost of notification is added to all consignments. All costs can be debited at a later date. See "PRICE LIST VALUE ADDED SERVICES, SURCHARGES AND FEES - DHL EUROCONNECT, DHL EUROLINE, DHL EURAPID AND DHL EUROCONNECT PLUS".

Outside the product specification

For consignments and / or individual packages that deviate from the permitted size and / or weight, DHL reserves the right to adjust the product selection and debit in accordance with the selected product's price calculation rules.

Booking times and Pick up

Less Truck Load (LTL) EXPORT booked before 12.00 is picked up the same day. *

Less Truck Load (LTL) IMPORT booked before 14.00 is picked up the next day. *

Part Truck Load (PTL) EXPORT booked before 14.00 is picked up the next day. *

Part Truck Load (PTL) IMPORT booked before 14.00 is picked up the next day. *

*Geographical and / or seasonal deviations can occur. Less than Truck Loads (LTL) also comprises of DHL EUROCONNECT PLUS. Booking and pick up apply to weekdays.

If bookings are not cancelled within the given time frame, DHL reserves the right to debit costs incurred as follows:

Day 1 before 14.00 (booking stop)

The Customer can change volume or cancel without being charged.

Day 1 after 14.00 (booking stop)

The Customer is debited 80% of the freight charge if cancellation is made after 14.00 the day before loading.

Day 0 loading day; vehicle on site for pick up

The Customer is debited 100% of the freight charge if cancellation is not made before the pick up vehicle is on its way / on site.

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 must 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 must suit the contents.

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 defective. A surcharge will be applied if the internal cleaning of vehicles is required.

Responsibility for cargo securing in the transport unit is governed by the national regulations of respective country, and in respect of Dangerous Goods, according to applicable transport regulations (ADR / RID / IMDG, etc.). The Consignor will, if so required, issue a secure cargo certificate in accordance with the respective transport regulations, e.g. for sea transportation, a Container Packing Certificate (CPC) for the shipping area in question. The Consignor is responsible for providing loading security material (edge guards, spacers etc.).

A EUR standard pallet may be used for any load up to 1 000 kg. Pallet transactions between consignor and consignee are not allowed.

12.4 Load carrier at the customer's or consignor's disposal

Loading and unloading takes place during normal working hours 07.00 to 17.00 from/to the loading dock or ground level at the side of the vehicle.

Any request by the Customer for loading / unloading at a specially agreed time or within a specially agreed time period (including outside normal working hours) will be subject to a surcharge. Loading and unloading must be carried out by the Consignor / Consignee per the driver's instructions. The driver will provide the necessary assistance. Loading / unloading requires free access, a height of 4.50 m and longest vehicle length of 25.25 m.

Failure to comply will result in the goods being transhipped to another vehicle at an additional cost. For international transport, the current regulations of each country will apply.

The following times apply for loading / unloading from when the vehicle is placed at the disposal of the Consignor / Consignee.

1-999 kg	20 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.

A surcharge will be imposed for excess loading/unloading times.

12.4.4 Delivery

Delivery is made to the specified delivery address. 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 consignee.

12.4.5 Delivery obstacles

Additional costs will be imposed if DHL should not be able to complete the delivery due to:

- The Consignee not being reachable at the specified delivery address
- The Consignee being unwilling to accept the goods
- The lack of necessary unloading equipment
- Blocked access to the delivery point



- Transshipment due to local traffic regulations or limited Accessibility

The additional costs for the above will be charged to the Consignor if the conditions are known at time of loading / unloading at the latest.

In all other cases, the Consignee is debited.

Should the Consignee not accept the additional charge, the charge will be recharged to the Consignor.

12.5 Transport documentation and addressing goods

The Consignor is responsible for issuing correct transport documentation and address labels for each consignment. This also applies when the Consignor books pick up abroad, unless otherwise agreed. A surcharge is applicable for the manual registration of nonelectronically transmitted transport documentation. DHL is entitled to compensation for incorrect address labels, freight documents or other documents related to the transport assignment.

The consignment note must contain:

- The Consignor's name, street address and customer number
- The Consignor's telephone number or email address
- The Consignee's name, street address, the freight destination with postal code and country or country code
- The Consignee's telephone number or email address
- The number of packages, label / number type of package
- Description of goods / trade name / authority specific regulations
- Consignment number in a readable barcode (Code 39 or Code 128)
- The gross weight and volume of the goods, including packaging and transport aids, e.g. loading pallets
- Customs Clearance documents and other formalities (must also be specified when booking)
- Freight payment terms / delivery conditions • Possible Service Points / Options (on special agreement)
- List of attached documents
- Specific information required to carry out the delivery, such as entry code, etc.

Each package must have a correct and clearly written address label with the delivery address in accordance with the national standard for transport labels. For consignments with a chargeable weight below 2 500 kg, each package in a consignment must be correctly addressed in accordance with DHL's brochure "Guide to consignment notes and address labels" available at www.dhl.se/Freight.

12.5.1 Consignment note

The consignment note must contain:

Consignor's details: Company name, street address, postal code, shipping point and country.

Consignee's details: Name, delivery address, postal code and point of delivery.

Forwarding instructions: Consignment and shipping weight, number of packages in the consignment, for goods exceeding 3 meters the length and width of the goods must be stated in cm, plain text shipping identity, paying customer number (for domestic in Sweden), selected DHL product, possible option and any handling instructions / delivery instructions.

Hungary: Please note that shipments to and from Hungary come under the EKAER regulations.

For further details go to: <https://www.ekaer.nav.gov.hu>

Barcode field: 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.

In applicable cases:

- Commercial invoice and exporter declaration or EUR certificate
- That the goods are customs-cleared at the consignor's customs office
- Unit document (ED)
- Any other document required for the individual transport (e.g. Licenses / certificates / EKAER)

12.6 Price and price calculation rules

Unless otherwise agreed in writing, the price for each product listed in the published gross 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 "PRICE LIST VALUE ADDED SERVICES, SURCHARGES AND FEES – DHL EUROCONNECT, DHL EUROLINE, DHL EURAPID AND DHL EUROCONNECT PLUS" or, in the absence thereof, with a reasonable amount, including compensation for expenses. The consignment price (net consignment plus any cargo related surcharges) is calculated on the chargeable weight of a consignment, including packaging and any loading accessories. A consignment's chargeable weight is equal to the sum of the chargeable weight of each individual item. Billing is based on the weight and volume (cubic meters, pallet space, loading meters, etc.) specifications provided by the customer. DHL reserves the right to check the weight and dimensions of goods. 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.

CHARGEABLE WEIGHT

The chargeable weight is the largest of either the actual weight of the goods, including packaging and any loading accessories, or bulk weight calculated in accordance with the following principles.

1) Cubic meter calculation:

The following conversion factors are used; Nordics 350 kg/m³, UK and Ireland 360 kg/m³, other countries 333 kg/m³. DHL EUROCONNECT PLUS is 250 kg/m³ for all geographies. For DHL EURAPID, 330 kg/m³ applies regardless of country and direction.

The chargeable weight is calculated from the volume of the package = Length x Width x Height expressed in m³. The goods should be stackable or groupable. Less than Truck Load (LTL) that is not regarded as being stackable or groupable by DHL, is calculated in accordance with the loading meter principle (see Item II).

For example: Stackable goods loaded and secured on a large pallet with an actual weight of 250 kg and a pallet height of 1.20 m have a volumetric weight of (1.2 x 1.2 x 1.2) * 350 = (1,728 m³) x 350 kg/m³ = 605 kg (Nordics).



Stackable and groupable goods

For a pallet that is part of a single consignment to be regarded as stackable, it must comply with the following criteria:

- Maximum height 125
- The pallet is stackable with itself
- Manages its own weight during transportation
- Horizontal surface
- The goods are secured on the pallet
- No overhang
- That the pallet, from DHL’s experience and judgement, does not constitute a damage / injury risk when stacked
- Non-dangerous goods

A consignment that does not comply with all of the above criteria could, however, be regarded as groupable. Such consignments can come with or without a pallet and comprise of packages that can be grouped/bundled with other goods without taking up a larger volume than its own and does not risk be damaged or damaging other goods during transport.

Examples of groupable packages:

Max. 10 single packages per shipment with an actual weight of <30 kg per package.
 If a consignment consists of more than 10 single packages these must be loaded on a pallet. The pallet must be packed in a safe way.
 If not handled in line with information the shipment may be calculated with a chargeable weight up to 2 500 kg and invoiced according to expenses.

II) Loading meter calculation:

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 1,850 kg/FLM (FLM = l x w / 240 cm).
 Loading meter refers to a meter 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).

The chargeable weight is calculated on the number of loading meter:
 The Nordics, UK and Ireland 2 000 kg per loading meter, other countries 1 850 kg per loading meter.
 For DHL EURAPID, 2 000 kg per loading meter applies regardless of country and direction.

The number of loading meters is calculated according to Length [m] x Width [m] / 2.4 m where the distance to the side wall of the trailer is at least 80 cm. If the distance is less, the goods space is calculated according to 2.4 m x the smallest possible measurement (width or length) with loadability taken into account.

For example: Three pallets measuring [L x W x H] 1.2 x 1.2 x 1.5 is a Part Truck Load (PTL) consignment with each pallet corresponding to 1.2 x 1.2 / 2.4 = 0.6 loading meters. The bulk is then 0.6 x 3 = 1.8 loading meters, and the chargeable weight is

$1.8 \times 2\,000 = 3\,600 \text{ kg (Nordics)}$

For example: A pallet measuring [L x W x H] 2.1 x 1.3 x 1.4 leaves only 0.3 m distance to the side of the trailer with no possibility of optimizing the capacity. The bulk is then 2.4 x 1.3 / 2.4 = 1.3 loading meters and the chargeable weight is 1.3 x 2 000 = 2 600 kg (Nordics)

For example: Non-stackable goods loaded and secured on a standard EUR pallet (L x W 120 x 80 cm) has a bulk weight corresponding to 0.4 loading meters. The chargeable weight is then 0.4 x 2 000 = 800 kg (Nordics).

III) Long goods calculation:

For consignments containing one or more packages of lengths between 3.00 m and 5.99 m and for consignments containing individual packages in lengths of 6.00 m up to 13.6 m irrespective of weight, the chargeable weight per package is calculated as shown below. Other packages in the same consignment are calculated in accordance with normal pricing rules and then added together with the long goods to a total chargeable weight. A package that is not mentioned with any width and/or has a chargeable weight below 2 500 kg will be charged acc. to a min. of 2 500 kg chargeable weight (Euroline). Other packages in this case means all other packages that fall into the category of the above dimensional weight.

For example: A Nordic consignment containing two packages, a tube (7 m long and 20 cm wide, 60 kg) and a pallet (1.20 x 0.80 x 1.10, 100 kg) is calculated as follows:
 Tube = 417 x 7 = 2 919 kg and
 Pallet = 1.20 x 0.8 x 1.10 x 350 = 370 kg
 Total = 2 919 + 370 = 3,289 kg

TABLES:

NORDICS/UK/IRELAND
 Package width in CM Kg per meter length

1-40 cm	417 kg
41-80 cm	667 kg
81-120 cm	1 000 kg
121-160 cm	1 333 kg
161-240 cm	2 000 kg

Example: If the goods are 50 cm wide and 4 meters high, the weight is calculated as follows: 4 meters x 667 kg = 2,668 kg '

REST OF EUROPE
 Package width in cm Kg per meter length

1-40 cm	385 kg
41-80 cm	617 kg
81-120 cm	925 kg
121-160 cm	1 233 kg
161-240 cm	1 850 kg

For example: If the goods are 50 cm wide and 4 meters high, the weight is calculated as follows: 4 meters x 617 kg = 2 468 kg
 *) If the gross weight of the goods exceeds the chargeable weight according to the long goods rule, the freight is calculated according to the gross weight.
 Note. Not valid for DHL EURAPID for which the max. weight applies regardless.

IV) Rounding off rules for the cubic meter method, the volume [m³] is indicated by three decimals, rounding upwards. For the loading meter method, the number of loading meters is indicated by two decimals, rounding upwards. The chargeable weight is rounded up to the next whole kilo. Otherwise, the chargeable weight is rounded up to an even 100 kg, however, the minimum



weight is not rounded off in accordance with the current agreement.

Chargeable weight from 2 500 kg is calculated according to comparative advantage and rounded off upwards to an even 100 kg.

Comparative advantage means that if the shipping price is lower due to taxation being calculated on a larger weight that places the shipment in a higher weight class, it is calculated according to the lowest weight of the higher weight class. Comparative advantage does not apply between different pricing types.

Examples of different pricing types: price per shipment, price per 100 kg or price per pallet.

For DHL EURAPID product there is no comparative advantage.

12.7 Payment

The Consignor is responsible for providing written instructions to Consignor / Consignee and to DHL. The Consignor carries all costs that are due to the Consignee's, or other parties', failure to pay, credit rating, failure to receive goods or any official authority's decision concerning goods. Carriage must be paid in advance if DHL does not accept credit or invoice payment, in which case the following is accepted:

- Payment by Consignor
- Payment by Consignee
- Payment by other party (i.e. third party with links to the customer / sender)

The Consignor must, in the consignment note / transport instructions, state the delivery terms according to Incoterms 2020 (agreement between Consignor (Seller) and Consignee (Buyer)). DHL allocates costs that arise before, during and after the transport based on delivery conditions according to Combiterms 2020. Extra costs that arise due to incorrect delivery conditions will be charged to the client.

12.9 Transport timetable

DHL transports that are carried out in accordance with DHL's stated transport timetable are not to be seen as transports with a transport time guarantee according to NSAB 2015. Transport time agreed only applies if DHL, in writing in agreements or in a tender quote to the Customer, undertakes to carry out the transport assignment with a time agreement. Any such agreement shall always be invoked in connection with the booking, "scheduled loading or unloading" The Customer's wishes or requirements regarding delivery time, e.g. in the consignment note, are thus not binding for DHL. The transport timetable 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 (e.g. post box) entails a deviation from the transport timetable. Restrictions to the transport timetable may apply due to public holidays and holiday periods. Deviations could also occur in connection with Notifications, the transport of Dangerous Goods, Disclaimers, Thermo and goods with defective or damaged packaging.

12.12 Brexit

"Brexit" means the United Kingdom or any part of it ceasing to be part of the European Customs Union and/or the European Union

single market, which will occur 31 December 2020. Brexit is likely to lead to the establishment of trade and regulatory barriers between parts of the United Kingdom and between the United Kingdom and the European Union and may have significant effects on transport services including to and from Ireland. In anticipation, upon and after the event of Brexit DHL a) reserves the right to modify all or part of its transport services to, from or via the United Kingdom, to change its working procedures and the agreed rates, to charge surcharges or otherwise to take 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 transport services into and from the United Kingdom or Ireland only by giving five days' notice. DHL shall be relieved of any liability under any contract for services to and from the United Kingdom or Ireland if, and to the extent that, such liability is caused by the consequences of Brexit.

15. SPECIAL CONDITIONS FOR CONSIGNMENTS REQUIRING STORAGE

According to Section 2 of the 2015 General Conditions of the Nordic Association of Freight Forwarders, storage only applies in connection with forwarding by special agreement. DHL is only required to carry out an inventory and to sign insurance on behalf of the customer in so far as this is specifically agreed.

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 shipments must be done during normal office hours on the same day as the consignment is picked up by DHL. The Customer is liable for errors and costs incurred as a consequence of failure to comply with the EDI agreement.

23. VALUE ADDED SERVICES, SURCHARGES AND FEES

For all products and services mentioned above the max. weight for tail lift is 750 kg real weight per package with max. per package (L*W) 220x120 cm. This is valid regardless of if groupage, part load or a complete trailer load.

The above given measurements are valid for standard trailers, exception only valid if separate agreement.

The current tariffs and information for Value Added Services, Surcharges and Fees in this document are available at www.dhl.se/Freight in the document "PRICE LIST VALUE ADDED SERVICES, SURCHARGES AND FEES - DHL EUROCONNECT, DHL EUROLINE, DHL EURAPID AND DHL EUROCONNECT PLUS".