



Annex 1: Details of electronic invoicing

The customer or party obliged to pay for the service provided by DHL (“payer”) in accordance with the provisions of Section 71 (1)(b) of Act No. 222/2004 Coll. on Value Added Tax as amended (“VAT Act”) provides its consent when placing of a completed carriage order with DHL to allow DHL to issue an electronic invoice (“electronic invoice” or “electronic invoicing”).

An electronic invoice is a complete and credible tax record for the purposes of the VAT Act. The payer is aware and agrees that an electronic invoice is a complete replacement for a paper-form invoice and DHL will not send a paper-form invoice. DHL will deliver the electronic invoice via email to the email address provided for this purpose in the carriage contract.

DHL guarantees the legibility of electronic invoices based on the Invoicing Methodology Instruction provided by the Financial Directorate of the Slovak Republic.

The payer declares that it has access to the provided email address and will maintain such access throughout the period in which electronic invoices are sent. The names of the PDF documents sent as electronic invoices must be sent without punctuation or diacritical marks. The name without punctuation or diacritical marks may include letters, number and symbols. The name of an electronic invoice may not contain any characters other than the name of the document. DHL is responsible for ensuring that all statutory stipulations are met when sending invoices in electronic format. DHL commits to complete electronic invoices so that the details of the electronic invoice and its form and sending method correspond to the legislation valid at the time the given electronic invoice is sent. Electronic invoices are considered delivered at the moment they are sent to the payer.

The payer is obliged to immediately inform DHL of any and all changes that may have an influence on delivered electronic invoices under these conditions, in particular a change in email address. All data and information available to the payer in the electronic invoice about the other party is strictly confidential and may not be provided to any third party without its consent, except in cases when third party disclosure is lawfully required under valid laws and regulations. The payer agrees that it has exclusive access to the provided email address.

DHL is not liable for damages incurred in connection with the loss of data and information from the inbox assigned to the email address of the payer or as a result of the loss of data from the payer’s Internet applications. DHL is not liable for damage to data or incomplete data if caused by a malfunction in communication when delivering electronic invoices over the Internet. DHL is not liable for damages caused by a poor quality Internet connection on the payer’s side, malfunctions in the communication route to the payer or as a result of any other inability on the part of the payer to connect or access the Internet.

Published on: 10. March 2025

Valid as of: 10. March 2025

Version: 1