



Annex 3: Consignment packaging and labelling

The sender is obliged to hand over the consignment for carriage as an individual handling unit with proper packaging to protect it during carriage and handling to prevent loss, damage or destruction and to prevent damage to other consignments carried at the same time, the vehicle and terminal equipment and so it does not pose a hazard to the safety of persons handling the consignment and other persons. If a loading unit of a consignment exceeds a physical weight of 30 kg, the sender is obliged to place such unit on a pallet or package it to ensure it can be handled using standard handling equipment. Standard handling equipment is understood as low-lift or high-lift pallet trucks.

The maximum number of items in a single consignment is 10. If a consignment has more than 10 items, the sender is obliged to place all items in the consignment on a pallet (or pallets).

If the consignment is not properly packaged for carriage and the sender does not package the consignment as stipulated herein once alerted by a DHL representative, DHL reserves the right to refuse to carry such consignment. DHL may be requested to package a consignment if the sender has no ability to properly package the consignment for carriage. DHL fees for packaging consignments are identified in Annex 1 to the Conditions of Carriage.

The party placing the carriage order must properly specify all details needed to identify the individual units in a consignment to ensure the safe carriage of the consignment itself. Such information must include the address of the consignment's recipient, the address of the consignment's sender, handling symbols and the characteristics of the goods.

The sender is obliged to label the consignment with handling or warning labels if it must be handled in a specific manner during carriage and handling activities or placed in a specific position. The party that delivered the consignment in an incorrect or insufficient manner for carriage is responsible for all damages and additional costs attributable to insufficient packaging and/or labelling. DHL typically does not secure the return of carriage packaging materials.

Published on 11 February 2021

Valid from: 11 February 2021

Version: 6

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