



DHL eCommerce ORM-D/LIMITED QUANTITY POLICY

DHL eCommerce only accepts dangerous goods classified under the Other Regulated Materials for Domestic Transport Only ORM-D/ Limited Quantity and Consumer Commodity guidelines that are shipped via our Domestic “Ground” service and to Canada via Parcel Direct (PLT) ground destinations only. Please see the Canada Parcel Direct (PLT) Limited Quantity Excluded Zip Code List for a complete list of excluded Canadian zip codes. Customers must undergo a special account approval process prior to tendering ORM-D/ Limited Quantity items to DHL eCommerce. Only customers that have been **APPROVED** by the DHL eCommerce Dangerous Goods team to ship ORM-D/ Limited Quantity have the ability to do so via **DOMESTIC U.S. GROUND SERVICE AND PARCEL DIRECT TO CANADA GROUND DESTINATIONS ONLY.**

Please see the below chart for the full list of Hazard Classes and specific divisions accepted through the DHL eCommerce network.

Hazard Classes	Divisions Allowed	Service Level
Class 2: Gases	2.1 Flammable Gases 2.2 Nonflammable Gases	Ground Only
Class 3: Flammable and Combustible Liquids	3.1 Flammable Liquids	Ground Only
Class 5: Oxidizing Substances, Organic Peroxides	5.1 Oxidizing Substances, Organic Peroxides	Ground Only

To safeguard shipments, customers sending ORM-D/ Limited Quantity classified items prior to approval, incorrectly declaring goods, tendering prohibited items or tendering such goods to ship via our Expedited service, are subject to suspension or termination from shipping with DHL eCommerce. DHL eCommerce reserves the right to inspect and open packages that are suspected to contain dangerous goods. DHL eCommerce will adhere to the following schedule if such issues arise:

- First Offense:** Shippers will sign a letter acknowledging the offense and will be responsible for creating an action plan (e.g. employee training, standard operating procedures, enhanced per-shipment inspections & checklists, etc.) to address how future offenses will be avoided. Shipments will be randomly screened until DHL eCommerce is satisfied that the corrective actions are effective. Shipper may be immediately suspended or terminated from shipping with DHL eCommerce, with no liability on the part of DHL eCommerce and no breach of contract on the part of DHL eCommerce as it relates to termination.
- Second Offense:** Shippers will be required to modify the action plan to assure compliance with this policy. Shippers will be required to provide proof of employee training and the corrective actions that have been implemented. Shipments will be screened randomly until DHL eCommerce is satisfied that the corrective actions are effective. Shipper may be immediately suspended or terminated from shipping with DHL eCommerce, with no liability on the part of DHL eCommerce and no breach of contract on the part of DHL eCommerce as it relates to termination.
- Subsequent Violations:** Shipper may be immediately suspended or terminated from shipping with DHL eCommerce with no liability on the part of DHL eCommerce and no breach of contract on the part of DHL eCommerce as it relates to termination.



The waiver or failure of DHL eCommerce to exercise in any respect any right or remedy provided for in this Policy shall not be deemed a waiver of any such right or remedy right hereunder.

Shippers could be subject to penalties from the DOT. A person who knowingly violates the hazardous materials regulations may be assessed a civil penalty of not more than \$75,000 for each violation, except the maximum civil penalty is \$175,000 if the violation results in death, serious illness or severe injury to any person or substantial destruction of property.

In each instance where a package(s) is discovered by DHL eCommerce to be undeclared, non-compliant or shipped without prior authorization, the package(s) will be held and the shipper will need to arrange for the package(s) to be picked up or properly disposed. Additionally, the shipper will be responsible for all associated costs. Please note that DHL eCommerce will not ship or return non-compliant or damaged shipments back to the shipper.

For Domestic Shipments: All items tendered to DHL eCommerce must classify for ORM-D Surface transportation under USPS Publication 52 and DMM 601.10. Additionally, the transportation regulations for U.S. domestic movement; Title 49 of the Code of Federal Regulations (CFR) identifies the requirements for shipping hazardous materials. Section 171.1 of 49 CFR outlines the applicability of Hazardous Materials Regulations (HMR) to persons and functions. For Canadian shipments: all items tendered must qualify for the Limited Quantity shipment provisions in the Transport of Dangerous Goods Regulations (TDGR) Section 1.17 and any applicable Canada Post provisions.

As noted above, customers who ship articles or substances in violation of these regulations may be in breach of federal law and may be subject to penalties. The shipper accepts responsibility for any such violation. DHL eCommerce will have no liability whatsoever for any delay or damage due to non-compliance with any of the above terms by the shipper.