DHL eCOMMERCE

LIMITED QUANTITY POLICY

DHL eCommerce only accepts dangerous goods classified as Limited Quantity when shipped via our Domestic "Ground" service and to Canada and Mexico 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 Limited Quantity items to DHL eCommerce. Only customers that have been **APPROVED** by DHL eCommerce to ship Limited Quantity have the ability to do so via **DOMESTIC U.S. GROUND SERVICE AND PARCEL DIRECT TO CANADA AND MEXICO GROUND DESTINATIONS ONLY**.

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

ACCEPTED GOODS

	DOT Hazards Classes	Divisions Allowed*	Service Level
	Class 2: Gases *Examples: Certain aerosol sprays, CO_2 gas cartridges*	2.1 Flammable Gases 2.2 Nonflammable Gases [3]	Ground Only
	Class 3: Flammable and Combustible Liquids *Examples: Liquids with a flashpoint between 20 and 200 degrees Fahrenheit, including some alcohols and perfumes*	3 Flammable Liquids	Ground Only
	Class 5: Oxidizing Substances, Organic Peroxides *Examples: Certain creams, peroxides, certain cleaning products*	5.1 Oxidizing Substances, Organic Peroxides	Ground Only
	Class 9: Miscellaneous Hazardous Materials *Examples: Cellphone and laptop batteries*	DHL eCommerce limits Class 9 and only allows Lithium Metal/Ion Batteries [2]	Ground & Expedited[1]

[1] Lithium Metal/Ion Battery shipments that are considered "Contained In" may be shipped via DHL eCommerce's Expedited and Expedited Max networks.
[2] All Lithium Battery shipments must comply with DHL eCommerce's Battery Shipping Policy.
[3] Lighters containing fuel are not allowed in the DHL eCommerce network.

***Applicable conditions:**
1. Please contact your DHL eCommerce Sales or Customer Support Representative to initiate the Limited Quantity account approval process.
2. Once approved, customers will be responsible for using the appropriate packaging according to the hazard class and applying any associated markings/warnings labels.
3. All items tendered to DHL eCommerce must qualify for Limited Quantity Surface transportation under USPS Publication 52 and DMM 601.10.
4. Please note that the Limited Quantity program is limited to Domestic surface transportation (Ground service) and to Canada and Mexico via Parcel Direct (PLT) ground destinations only.
5. Customers must complete applicable dangerous goods training prior to offering shipments to DHL eCommerce.
6. Failure to comply with DHL eCommerce's dangerous goods requirements could result in severe penalties and termination of shipping rights.

To safeguard shipments, customers sending Limited Quantity classified items prior to approval, incorrectly declaring goods, tendering prohibited items or tendering such goods to ship via our Expedited or Expedited Max 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 $89,000 for each violation, except the maximum civil penalty is $209,000 if the violation results in death, serious illness or severe injury to any person or substantial destruction of property.[1]

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 Limited Quantity exceptions 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.

[1] Civil penalties are periodically increased by the DOT but may not be reflected in this document.