

ADDITIONAL TERMS APPLICABLE TO DHL SMARTMAIL PARCEL RETURNS

1. DHL SmartMail Parcel Return shipments are subject to the following:

Customer's return shipment volume is subject to random sampling by the United States Postal Service ("USPS") and the sampling data (including but not limited to a shipment's weight and zone) will be used for billing purposes as set forth below.

Sampled Return Shipments. Each return shipment that is sampled by the USPS shall receive the applicable DHL eCommerce ("DHL eCom") rate in the rate sheet based on the individual shipment weight and zone.

Non-Sampled Return Shipments. Each return shipment that is not sampled by the USPS shall receive the DHL eCom rate in the rate sheet per the following methodology:

- If (a) the USPS samples 25 or more of Customer's return shipments during the 30-day period immediately prior to the date DHL eCom receives data regarding the return shipment in question from the USPS (the "Data Receipt Date"), and (b) the number of those sampled return shipments are more than 25% of the total number of Customer's return shipments in that same 30-day period, the billable rate for any non-sampled return shipments shall be the DHL eCom rate in the rate sheet closest to the average rate of the sampled return shipments in the 30-day period immediately prior to the Data Receipt Date (in the event the average rate of the sampled return shipments falls exactly between two rates in the rate sheet, the lower rate shall be used as the billable rate).

- If (a) the USPS samples 25 or more of Customer's return shipments during the 30-day period immediately prior to the Data Receipt Date, and (b) the number of those sampled return shipments are less than or equal to 25% of the total number of Customer's return shipments in that same 30-day period, the billable rate for any non-sampled return shipments shall be the DHL eCom rate in the rate sheet closest to the average rate of the sampled return shipments in the 90-day period immediately prior to the Data Receipt Date (in the event the average rate of the sampled return shipments falls exactly between two rates in the rate sheet, the lower rate shall be used as the billable rate).

- If the USPS samples less than 25 of Customer's return shipments during the 30-day period immediately prior to the Data Receipt Date, the billable rate for any non-sampled return shipments shall be the DHL eCom rate in the rate sheet closest to the last time a 30-day average rate of sampled return shipments was calculated and billed by DHL eCom for the Customer (in the event the average rate of the sampled return shipments falls exactly between two rates in the rate sheet, the lower rate shall be used as the billable rate). If Customer has no previously calculated 30-day average rate of sampled return shipments, then the DHL eCom default rate noted in the rate sheet shall apply.

Notes:

- a) DHL eCom relies fully on USPS data and is not liable for USPS data accuracy.
- b) DHL SmartMail Parcel Return Light shipments weighing 16 oz. or above will be billed the DHL SmartMail Parcel Return Ground rate.
- c) Shipment weight is rounded up to the next weight threshold on the rate sheet for billing purposes.
- d) Customer's domestic return shipments are billed daily.

2. The parties agree that the information provided in this document is considered confidential and will be used solely for the purpose of evaluating or proceeding with a possible transaction between the parties and for no other purpose.

3. Additional fees may apply for specific types of label solutions.

The terms detailed herein apply to shipments using the DHL SmartMail Parcel Return product, in addition to the provisions detailed in an active agreement, active service offer, and/or the DHL eCommerce General Terms and Conditions of Carriage detailed at <https://www.dhl.com/us-en/home/e-commerce-solutions/business-help-center/terms-and-conditions.html>. DHL eCom reserves the right to modify, alter or amend the terms herein at any time without notice. The most current version of DHL eCommerce's Terms Applicable to DHL SmartMail Parcel Returns are available on the DHL eCommerce Customer Portal and DHL Vantage, which can be accessed through the following links:

- 1) Customer Web Portal (<https://portal.dhlecs.com/login.cfm>)
- 2) DHL Vantage (<https://vantage.dhlecs.com>)