Dear Customer!

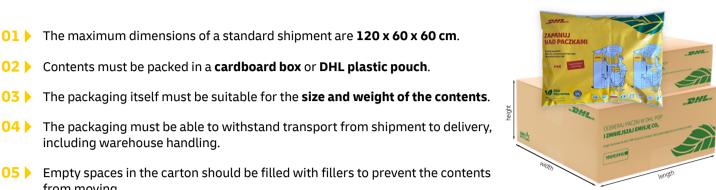
Ensure the right packaging standard for shipments in DHL's international network in Europe to:

- ensure safe operational handling and transport
- enable automatic sorting no extra charge for a non-standard item!
- minimise delays and damage

Below you will find the guidelines which, if adhered to, will guarantee the smooth handling of shipments.

Standard shipment

- 11 The maximum dimensions of a standard shipment are 120 x 60 x 60 cm.
- O2 Contents must be packed in a cardboard box or DHL plastic pouch.
- The packaging itself must be suitable for the size and weight of the contents.
- 04 The packaging must be able to withstand transport from shipment to delivery, including warehouse handling.
- from moving.



In the event of a deviation from the standard, a charge may be added for a non-standard item.

This applies to the shipments:

- with one of its dimensions exceeding 120 x 60 x 60 cm for DHL PARCEL CONNECT, DHL PARCEL RETURN CONNECT, **DHL PARCEL CONNECT PLUS**
- with one of its dimensions exceeding 100 x 50 x 50 cm for DHL PARCEL INTERNATIONAL
- placed on a pallet with a width exceeding 80 cm for DHL PARCEL CONNECT PALLET PALETA

The charge will also be added to the shipments:

- spherical or cylindrical shipments
- shipments in the shape of a roll and tube, with a triangular or oval cross-section
- shipments with irregular shapes, with protruding elements
- shipments containing loose, heavy pieces or pieces with uneven weight distribution
- shipments all pieces of which are partially packaged or have no packaging, but the absence of packaging does not affect the transportability of these pieces (e.g. tyres, mattresses, etc.)
- shipments composed of several shipments attached to each other, which exceed the standard dimensions
- shipments with an adhesive surface that prevents sliding (e.g. rubber, etc.)
- · shipments in loose packaging, tied with a string (i.e. where the contents may shift and cause a shift to the centre of gravity while being transported)
- shipments whose packaging contains: synthetic, metal or wooden materials, textiles, foils, pieces with rubber edges or fasteners (e.g. bags, sacks, small buckets, foils)
- shipments containing pieces or devices that generate a magnetic field

Plastic packaging in DHL's international network in Europe

Type of packaging	Colour	Standard	NST	Prohibited
Stretch film	Transparent / other		×*	
	Black			×
DHL plastic pouch	Yellow	×		
Customer plastic pouch	Colourful		×**	
	Black			×

^{*} The use of stretch film is subject to approval by DHL. To do so, contact your sales representative. ** In order for the plastic pouches to be handled in an automated manner, the following conditions must be met.

Plastic pouches in DHL's international network - requirements

Plastic pouches can be processed automatically if the following conditions are met:

- minimum dimensions 15 x 11 x 1 cm plastic material with a friction coefficient of 0.15 to 0.2 in accordance
- with DIN EN 8295 · the thickness of the material must be adapted to the weight of the content
- and must not be less than 80 µm no carrying handles/straps
- material must not be black
- the label must be on a flat, warp-free surface
- the label should be placed on the largest side of the shipment, leaving enough

the automatic sorting process.

- space from the edge of the shipment • the label must have an even surface so that the barcodes can be scanned from above
- the possibility that the contents of the shipments move around in the packaging should be minimised • the material and closure of the plastic pouch must be resistant to tearing or stretching in order to withstand
- the conditions during the delivery process as well as during return • the plastic pouch must not fold over - this can be prevented, for example, by inserting a piece of corrugated
- cardboard inside

Label

02 Follow the guidelines below to allow it to be scanned by the sorting device.

01 The way the label is placed on the packaging is crucial to

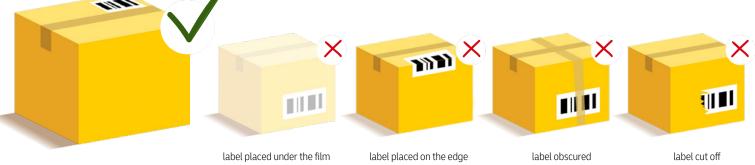
• be visible and legible – must be placed on top of the longest side of the package • be in size min. 10 x 15 cm

The label cannot:

The label must:

- be placed under the film if you have been given permission for this type of packaging · be placed on the joints and edges of the packaging be covered with packing tape, strings, etc.
- have the lower barcode/package number (JJD) cut off

Packaging standard in DHL's international network



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