



# **DHL FREIGHT TERMS AND CONDITIONS**

**DHL Freight (Sweden) AB**

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# GENERAL TERMS & CONDITIONS

## 1 Applicability

These Terms and Conditions replace DHL's previous terms and conditions and are applicable to all assignments to DHL Freight (Sweden) AB, unless otherwise agreed in writing.

All assignments are carried out according to:

- Specific terms agreed to in writing
- These DHL Freight Terms and Conditions
- NSAB 2015, however with the exclusion of §20 B and the additions and deviations that are otherwise stated in these DHL Freight Terms and Conditions

The above-mentioned provisions have priority in the order mentioned.

These DHL Freight Terms and Conditions contain one General Section that applies to all DHL's products and services and one Product Specific Section that contains specific conditions for each product. The Product Specific Section may contain deviations from the General Section, in which case the Product Specific Section takes precedence. There is also one section describing Value Added Services, Surcharges, Fees and Customs Services.

In event of any conflicts between the wording in the Swedish and the English version of these Terms and Conditions, the Swedish version shall prevail.

## 2 Definitions and headings

### 2.1 Definitions

In these Terms and Conditions, the following definitions apply

#### BOOKING

Booking means a request to collect goods for transport.

#### CMR

CMR refers to the United Nations Convention on Contracts for the International Carriage of Goods by Road.

#### DHL

DHL means DHL Freight (Sweden) AB, corporate registration number 556103-0437.

#### FREIGHT TARIFF

Freight tariff means the agreed price for a shipment, excluding Value Added Services, Surcharges, Fees, Customs Services and VAT.

#### DOMESTIC ROAD TRANSPORT

Domestic road transport refers to contracts for the carriage of goods by road within Sweden.

#### NSAB 2015

NSAB 2015 means the General Conditions of the Nordic Association of Freight Forwarders.

#### SDR

SDR means Special Drawing Rights.

#### SHIPMENT

Shipment means goods from one consignor to one consignee handed over for transport at one time and linked to a single transport instruction. The weight/volume of a shipment cannot exceed the load capacity of the vehicle.

#### SHIPMENT INFORMATION

Shipment information means the information required to create a shipment on [www.mydhlfreight.com](http://www.mydhlfreight.com) or other digital booking platform that meets DHL's current specifications according to [www.dhldashboard.se](http://www.dhldashboard.se).

#### TRANSPORT INSTRUCTION

A transport instruction means all the information/documentation (digital as well as physical) required for DHL to carry out a transport in a legal, correct and efficient manner. In addition to shipment information, transport instruction also includes, for example, the consignment note, customs documentation, mandatory country-specific documentation (e.g. Ekaer in Hungary), dangerous goods declaration and shipment label.

#### SHIPMENT LABEL

Shipment label means a label according to national standards that identifies each individual package in a shipment and contains the delivery address.

#### ASSIGNMENT

Assignment means all of DHL's transport, storage and information services and other services included in or related to them. Transport and storage assignments start when DHL has received the goods.

#### CUSTOMER

Customer means the party who gave the assignment to DHL and, where applicable, also the party who acts in such party's place.

### 2.2 Headings

Headings shall not affect the interpretation or application of these Terms and Conditions, unless otherwise stated herein.

## 3 Validity of quotation/contract

A written quotation is valid for thirty (30) days from the date of the quotation specified by DHL, unless otherwise stated in the quotation.

If a contract has been concluded and there is no fixed contract term or period of notice of termination, a mutual period of notice of one (1) month applies. Termination must be in writing.

However, a limited assignment of a one-off nature, without a fixed contract term or notice period, is valid until DHL has completed the assignment and the Customer has fulfilled its obligations regarding the assignment.

## 4 Prohibited goods

Assignments will not be accepted for goods consisting of

- licensed weapons and/or licensed weapon components
- live or dead animals
- corpses or cremated bodies
- hazardous waste
- cash and cash equivalents
- securities
- personal effects/removals
- CITES goods (endangered species) or goods according to other similar legislation
- synthetic substances often mixed with psychoactive plant-based substances, known as 'designer drugs' (Sw. n tdroger) or 'new psychoactive substances'

DHL assumes no responsibility for goods specified above that are nevertheless handed over to DHL.

## 5 Goods with specific conditions

For the following types of goods, DHL only accepts assignments if there is a separate written agreement with DHL.

- explosives
- goods requiring cooling or heating in addition to normal transport handling
- waste
- valuables (e.g. art, antiques, jewellery)
- living plants
- perishables
- tobacco and other products containing nicotine
- alcoholic beverages
- medicines
- goods subject to legal restrictions - whether for domestic transport/handling or import/export to/from Sweden, see also point 13 Export Control and Sanctions Legislation
- goods for which current legislation requires DHL to check the age of the recipient at the time of delivery

DHL assumes no responsibility for goods specified above that are handed over to DHL without a prior separate written agreement.

### 5.1 Dangerous goods

DHL handles dangerous goods and dangerous goods in limited quantities according to the applicable regulations (ADR, RID, IMDG CODE).

At the time of booking DHL must be informed if a shipment contains dangerous goods (including dangerous goods in limited quantities).

The consignor is responsible for ensuring that the goods declaration in accordance with the applicable regulations (ADR, RID, IMDG CODE) accompanies the shipment. The consignor is also responsible for ensuring that the goods are properly packaged, marked and labelled in accordance with applicable regulations.

DHL does not accept assignments containing dangerous goods as specified below unless there is a prior separate written agreement with DHL. Price is agreed for each individual assignment.

- Class 1 with the exception of UN-numbers 0323, 0432, 0454 and UN-number 0014 where the exemption only applies to cartridges for tools
- In class 2 label 2.3
- In Class 4.1, UN-numbers 3231, 3240, 3533, 3534 substances requiring temperature control
- In Class 5.2, UN-numbers 3111 to 3120 substances requiring temperature control
- In class 6.1 only packing group I (PG I)
- Class 6.2
- Class 7
- I Class 9 UN-numbers 2212, 2590, 2315, 3151, 3152, and damaged or defective lithium batteries with UN-numbers 3480, 3481, 3090, 3091 as defined in SP376 and UN-number 3171 battery powered vehicle whose batteries are damaged or defective as defined in SP 376
- Any other substances and articles requiring a protection plan according to ADR 1.10.

It is not possible to book shipments with exemptions related to quantities carried per transport unit according to ADR chapter 1.1.3.6.

DHL does not accept shipments from private individuals (e.g. return shipments) containing any form of dangerous goods.

Deviations from DHL's lead times may occur in case of transportation of dangerous goods.

Further rules and restrictions on dangerous goods is set out in the product-specific section.

### 5.2 Food products

Food products must be packaged in such a way that it can be loaded together with other goods without the risk of contamination.

Shipments containing food products must be labelled with a special DHL food label. The label is a complement to the regular shipment label and is important for distinguishing food products from other goods and enabling handling according to customised procedures. To order a DHL food label, see [www.dhl.se/freight](http://www.dhl.se/freight).

## 6 Operational conditions for transport assignments

### 6.1 Booking

Booking must be done via DHL's website or other digital solution that meets DHL's current specifications according to [www.dhldashboard.se](http://www.dhldashboard.se).

A booking confirmation from DHL only means that DHL has received the booking. After DHL has received the booking, the pick-up of goods is planned taking into account local conditions and the Customer desired pick-up time.

## 6.2 Mode of transport, traffic conditions, localities, etc

DHL has the right to choose mode of transport, type of vehicle, route and whether to transport the goods in direct traffic or with transshipment.

The Customer understands and accepts that the goods may be loaded on deck during maritime transport, whether or not the goods are packed in a container. Goods carried on deck are subject to the same liability rules as goods carried below deck.

The fulfilment of the contract requires free and unhindered traffic and that the entire transport route (including loading and unloading location) is an accessible/navigable road according to the legislation of the respective country.

DHL's domestic transport services include transport to and from locations listed in DHL's list of locations (DHL:s Ortsförteckning), see [www.dhl.se/freight](http://www.dhl.se/freight). Name of location is valid, not to be mixed up with postal location. This means that there may be addresses/locations within a postcode that are not served by DHL even if the postal location is included in the list. For shipments to locations not included in DHL's list of locations, transport to the nearest DHL terminal where the shipment can be collected or alternative delivery option can be offered at an additional charge. For transportation to islands without road connection, delivery is made according to the value added service Delivery Without Signature. The goods are handed over to the shipping/ferry company or delivered on mainland.

For cross-border transport, see terms and conditions in the product-specific section.

## 6.3 Lead times

DHL's lead times (transport schedules) are estimated and do not constitute agreed lead times or time guarantee under NSAB 2015. Time guaranteed transport only applies if DHL has agreed in writing to perform time guaranteed transport.

Customer requests for pick-up or delivery time are not binding for DHL.

Extended lead times may occur during weekends, holidays and peak periods. Deviation in lead times may also occur in connection with export controls, transport of goods subject to special rules (see point 5 above), as well as in the case of inadequate or damaged packaging and incorrect or incomplete transport instruction.

With deviation from NSAB 2015 § 7, 15 and 19, DHL is not liable for delay in pick-up.

## 6.4 Packaging

Goods must be packed or designed in such a way that it can withstand normal transport handling (including automated sorting and temperature variations due to weather and seasons), cargo securing for intended mode of transport, and do not damage other goods. Packaging shall be adapted to the content. Containers containing liquids must be packed with sufficient absorbent material and packed in packaging in accordance with DHL's packaging instructions.

DHL shall not be liable for any damage resulting from the absence of or insufficient packing material or other packaging. DHL reserves the right to reject goods at pick-up if packaging is deemed to be inadequate or incorrect.

In the event of a claim, the original packaging must be kept and be available at the receiving address during the claims handling.

## 6.5 Transport instruction and shipment information

For DHL to be able to fulfil the transport assignment, each shipment must have correct and complete transport instructions and each package must be marked with an approved shipment label. The pick-up and delivery address must be a physical address (not a P.O. box address).

The shipment information must be transmitted digitally and received by DHL before the start of the assignment. Deviations may occur, see the Product Specific Section.

The Customer is responsible for the information provided as described above. DHL is entitled to compensation in case of missing, incomplete or incorrect transport instructions.

Loose packages with an actual weight exceeding 25 kg must always be marked with a weight symbol on the shipment label or with a separate sticker.

## 6.6 Collection of goods

Pick-up takes place during normal working hours 07.00-17.00 and requires free traffic and access, free vehicle height of at least 4.50 m and accessibility for vehicle length 25.25 m.

Loading shall be carried out by the consignor according to the driver's instructions unless DHL has undertaken to arrange for loading.

When picking up large quantities of goods, where it is practically unreasonable to check the number of individual packages, the receipt at the time of pick-up is only intended to confirm that an approximate quantity of goods has been handed over to DHL. Consequently, despite the existence of a receipt, DHL can claim discrepancies between the amount of goods stated by the Customer and the amount of goods received by DHL.

Time for loading is specified in the Product Specific Section.

### 6.6.1 Cargo securing

Unless DHL has undertaken to arrange for the loading of goods, the consignor is responsible for securing the goods in accordance with national regulations in concerned countries. The consignor shall also issue cargo securing certificates in accordance with the regulations of the respective transport mode, e.g. Container Packing Certificate (CPC) for maritime transport for the relevant shipping region.

### 6.6.2 Booking deviation

If the actual volume of goods deviates from the booked volume, DHL reserves the right to charge for the booked volume. The same applies if loading could not be carried out (*Sw. Bomkörning*).

Cancellation of a transport assignment after the specified stop time, shall be deemed a Booking Deviation.

## 6.7 Delivery of goods

Delivery takes place during normal working hours 07.00-17.00 and requires free traffic and access, free vehicle height of at least 4.50 m and accessibility for vehicle length 25.25 m. For international transport, the current regulations of each country apply.

Unloading must be carried out by the consignee according to the driver's instructions unless DHL has undertaken to arrange for unloading.

Time for unloading is specified in the Product Specific Section.

## 6.8 Delivery Obstacles

Delivery Obstacles occur when DHL is unable to deliver goods e.g. due to:

- The consignee is not available at the specified delivery address, refuses to accept the goods or fails to respond to a notification
- Lack of necessary equipment for unloading
- The delivery area is not accessible on arrival
- Transshipment must take place due to local traffic regulations or restricted access
- Identity check of recipient cannot be performed as required.

## 6.9 Right to dispose of the goods

The consignor has the right to dispose of the goods until the goods have been handed over or made available to the consignee at the designated place. From this point onwards, the consignee is entitled to dispose of it.

## 6.10 Obstacles to fulfil the assignment

If there are obstacles at delivery and the consignor does not provide the necessary instructions on how to handle the goods, DHL is entitled to sell the goods:

- immediately, if the goods are subject to rapid deterioration or destruction, or require too costly handling; or
- after sixty (60) days from receipt of the goods in the case of other goods.

DHL shall, as far as possible, notify the consignor in advance of the sale of the goods.

In the event of a sale, the consignor is entitled to the sale amount after deduction of DHL's claims for the transport assignment and other costs for storage and sale of the goods. The sale amount shall be made available to the consignor without delay after DHL has received valid digital payment instruction.

If the consignor has not provided acceptable digital payment information within one (1) year from the date of sale, the sales amount accrue to DHL.

## 7 Price

### 7.1 Price and price calculation rules

Services not covered by a contract are charged in accordance with DHL's regular prices.

The freight tariff is calculated according to DHL's valid price calculation rules for each product.

Billing is based on the weight and/or volume (cubic meters, load meters, etc.) specified by the Customer. DHL reserves the right to check the weight and/or measurements of the goods. In cases where the Customer specified values are less than the measured values, the billing will be based on the measured weight and/or volume.

In addition to the freight tariff, Fuel Surcharges and any Value Added Services, Surcharges and Fees will be charged according to the price valid at the time of transport.

Billing can be made afterwards.

### 7.2 Conditions for price and price adjustment

The agreed price is based on the conditions specified in writing by the Customer in the request for quotation. If these conditions are not met, DHL has the right to adjust the price.

If DHL's cost for the assignment or part of the assignment will increase due to circumstances beyond what DHL reasonably could foresee or control, DHL is entitled to adjust the price or charge a surcharge to compensate for the cost increase. Such cost increases can be caused by exchange rate fluctuations, changes in fuel prices, changes in legislation, new or amended national/local government surcharges, labour disputes etc.

### 7.3 Value added tax

Value added tax and other statutory taxes and charges will be added to the price.

If the conditions for charging VAT change (e.g. due to changes in the Customer's invoice administration or changed legal conditions) in such a way that DHL is obliged to charge VAT, DHL is entitled to charge VAT (and all associated costs) for the service in question in the country where the obligation arises. The above also applies to the retroactive obligation to charge VAT and regardless of the reason for the change.

The customer is always obliged to provide correct billing information to DHL. The Customer is required to sign any documents that DHL may require to establish a permanent establishment for VAT purposes.

## 8 Invoicing and payment terms

Credit for payment can be obtained after a credit check. DHL reserves the right to require security such as a deposit.

If DHL assesses that the creditworthiness has deteriorated during the agreement period or if issued invoices are not settled according to the agreed payment terms, DHL is entitled to adjust the payment terms.

DHL's general payment terms are ten (10) days after the invoice date.

Any expenses (such as rent, customs and import VAT) will be invoiced separately together with an administrative fee. Payment terms for expenses are seven (7) days.

In order for DHL to include the customer reference in the invoice, the correct reference must be entered in the appropriate field when booking.

When invoicing via a so-called customer portal where the invoice from DHL is correct, but is rejected due to the lack of reference or incorrect reference, it is the responsibility of the Customer to inform DHL of the correct reference as soon as possible. For each rejected

invoice, DHL is entitled to compensation for the additional costs incurred in rectification. If invoices are repeatedly rejected, DHL has the right to terminate invoicing to the relevant customer portal and switch to standard invoicing.

In the event of late payment, DHL is entitled to penalty interest calculated at the interest rate applied by DHL (currently 2% per month) as well as a reminder fee, other fees and compensation to which DHL is entitled by law.

When claiming part of an invoice, the undisputed part must be paid according to the due date of the invoice. If the invoice complaint is not approved, the customer shall pay penalty interest from the due date and, where applicable, compensate DHL for other costs.

If DHL, in accordance with the customer's instructions, has invoiced someone other than the customer and payment has not been made in due time, the customer is obliged to immediately pay DHL the invoice amount as well as penalty interest, invoicing and reminder fees.

Offsetting against DHL is only permitted with the written consent of DHL. This applies regardless of the cause of the claim.

## 9 Lien etc.

DHL has a right of retention and a lien on goods under DHL's control, for fees and expenses in respect of such goods - remuneration and warehousing charges included - as well as for all other amounts due from the Customer under assignments.

Should the goods be lost or destroyed, DHL has a corresponding right in respect of compensation payable by insurance companies, carriers or others.

Should the amount due to DHL not be paid, DHL has the right to arrange the sale, in a satisfactory manner, of as much of the goods as is required to cover the total amount due to DHL, including expenses incurred. DHL shall, if possible, inform the Customer well in advance of the measures that DHL intends to take for the sale of the goods.

## 10 DHL's liability

### 10.1 Limitation of liability

With the deviations stated herein, DHL's liability is limited in accordance with NSAB 2015, applicable international conventions (such as the CMR Convention, the CIM Convention and the Hague-Visby Rules) and applicable national legislation (such as the Domestic Road Transport Act). This means, among other things, that DHL's liability:

- for domestic road transport within Sweden is limited to SEK 150 per gross kilo of the part of the goods which has been lost, depreciated or damaged, and
- for cross-border road transport is limited to 8.33 SDR per gross kilo of the part of the goods lost, depreciated or damaged.

However, some DHL products may be subject to an increased liability limit, which is then regulated in the product-specific part for each product.

### 10.2 Special limitation of liability for customs services

DHL's liability for any loss or damage arising from customs brokerage services howsoever arising (in each case whether caused by

negligence or otherwise) shall be limited to EUR 100 per entry or the amount of brokerage fees paid to DHL for the entry, whichever is less. To the extent that DHL's liability under this clause relates to a series of errors and/or omissions which are repetitions of or represent the continuation of an original error and/or omission, DHL's liability shall be limited to 5,000 SDR in the aggregate of any one year (12 month period) commencing from the time of the making of the original error and/or omission.

### 10.3 Extended liability to that set forth in NSAB 2015 for domestic road transport

As set out in 10.3.1-10.3.3 below, DHL assumes extended liability compared to NSAB 2015 for domestic road transports.

However, the extended liability does not apply when the damage, depreciation or loss can be compensated under a separately purchased insurance policy. In these cases, DHL is liable to the entitled party in accordance with NSAB 2015.

The extended liability also does not apply to domestic transport which is part of a cross-border transport. For such transports the rules of the CMR Convention apply in the first instance.

#### 10.3.1 Causes of damage

Notwithstanding § 20 of NSAB 2015, DHL's liability for domestic road transport also includes damage to and loss of goods resulting from traffic accident, fire or theft.

#### 10.3.2 Total loss in case of delay

With deviation from § 20 A of NSAB 2015, the Customer in domestic road transport is entitled to compensation as if the goods had been lost, in case delivery has not taken place within thirty (30) days from the time the goods should have been delivered.

#### 10.3.3 Other mode of transport

Notwithstanding the Network Clause in § 2 of NSAB 2015, the following applies. If goods in domestic transport are loaded on a truck or other load carrier (e.g. trailer), but transport is conducted partly by another means of transport (e.g. boat or train) and damage, depreciation or loss occurs during transport by such other means of transport, DHL is liable according to the rules for domestic road transport.

### 10.4 Responsibility for subcontractors

DHL is responsible as contracting party according to NSAB 2015. Thus, the Customer may not make claims for damage, depreciation, loss or delay against DHL's subcontractors. This means that NSAB 2015 §9 is not applicable.

## 11 Claims

The provisions on notice of claims in NSAB 2015 apply, including, for example, the following.

Notice of a claim against DHL must be made without undue delay.

In the event of visible loss, depreciation of or damage to goods, notice must be made immediately upon receipt of the goods. If the loss, depreciation of or damage to the goods is not visible (hidden damage), notice must be given within seven (7) calendar days of delivery of the goods.

If notice is not given as described above, the burden of proving that the loss, depreciation of or damage to the goods occurred while the goods was in DHL's custody rests with the Customer.

In addition to the provisions of NSAB 2015, the following applies.

In view of the time limit for notification of hidden damage, the consignee is encouraged to check for hidden damage immediately upon receipt of the goods.

Visible damage, reduction or loss should be noted on the signed transport document or hand scanner.

DHL is not liable for hidden damage if the goods were previously transported by another carrier (e.g. in successive shipments) or handled in a warehouse, and was not checked for hidden damage prior to the start of the last transport.

If DHL has paid the full value of the goods as compensation for a claim, DHL may take over title to the goods if DHL so requests.

## 12 The Customer's liability

All obligations and undertakings in these Terms and Conditions that are not expressly assigned to DHL, are the responsibility of the customer - even if they are performed by another party.

The Customer shall indemnify and hold DHL free and harmless for any damage or loss incurred by DHL owing to the fact that:

- the information concerning the goods is incorrect, unclear or incomplete,
- the goods are inadequately packed, labelled or declared, or inadequately loaded or stowed by the Customer,
- the goods have such harmful properties that DHL could not reasonably have foreseen,
- DHL is obliged to pay customs duty or public charges or to provide security due to errors or omissions of the customer,
- the Customer is in breach of point 13 below, or
- the Customer or someone for whom the Customer is responsible has caused damage to DHL through negligence, error or omission.

If DHL, in its capacity as charterer or shipper, become liable to pay a general average contribution to the shipowner or carrier in connection with carriage of the Customer's goods by sea, or become exposed to claims from third parties for the reasons set out above, the customer shall indemnify and hold DHL harmless.

## 13 Export controls and sanctions legislation

For the avoidance of doubt, this point 13 applies to all assignments (both domestic and international transport and storage).

The Customer shall ensure compliance with all applicable export control and sanctions laws and regulations ("Export Laws") and warrants in particular that:

- I. neither the Customer nor anyone for whom it is responsible (such as its holding company, agent, consignee or any other third party directly contracted by the Customer in connection with the delivery of the shipment) is listed on any applicable sanctions list as a denied or restricted party;

- II. the delivery of the shipment to its final destination, known end-user and/or its end-use does not violate any applicable export legislation;
- III. Customer will inform DHL if the Shipment is subject to any export/re-export sanctions and/or restrictions under applicable export legislation;
- IV. the Customer has obtained all permits, licences or other public law authorisations required for the delivery of the shipment to its final destination and its end use.

The Customer shall provide DHL with all information, including permits and licences, necessary for DHL to carry out the delivery of the Shipment to its final destination country in accordance with applicable Export Legislation.

Transport assignments for military products regulated by national or international laws, statutes or regulations are subject to prior written agreement thereof.

## 14 Digital communication

The Customer is responsible for ensuring that digital information transmitted to DHL is correct and complies with the conditions stated at [www.dhldashboard.se](http://www.dhldashboard.se).

## 15 Personal data and data security

DHL shall comply with all applicable laws regarding personal data, privacy and data security. The Customer accepts that, in order to ensure compliance with its own legal obligations, DHL will process information and personal data provided by the Customer.

DHL ensures that its information security is in line with ISO 27001/2013. This is DHL's entire obligation regarding the security of the Customer's information and DHL's IT systems in connection with the Customer's use of DHL's services.

## 16 Force majeure

DHL shall be released from the obligation to perform an obligation, and the liability associated with this, if DHL is prevented or limited by Force Majeure. Force Majeure means an event beyond the reasonable control of DHL and which DHL could not reasonably foresee. DHL shall use reasonable endeavours to inform the Customer as soon as it is practically possible when such a circumstance occurs or ends, respectively.

The date and time for DHL's performance of an obligation affected by Force Majeure, shall be deemed suspended for a period equal to the delay caused by Force Majeure and DHL shall resume prompt performance as soon as reasonably possible after such Force Majeure have ceased. DHL will use all reasonable endeavours to mitigate the effects of Force Majeure on the performance of the assignment. If, by reason of a Force Majeure, DHL can only fulfil its obligations by incurring additional costs, then such reasonable and notified additional costs shall be borne by Customer.

## 17 Time-bar

Legal proceedings against DHL shall be commenced within a period of one (1) year, otherwise the right of claim will have become lost. In case of depreciation of or damage to goods, the time limit period runs from the day upon which the goods were delivered to the Customer,



the consignee or the person designated by the Customer. In case of delay, loss of the whole shipment or other kind of loss, the time limit period runs from the time at which the delay, total loss or other loss could at the earliest have been noticed. In all other cases, the time limit period runs from the time at which the cause on which the claim is based could at the earliest have been noticed.

## **18 Disputes**

Disputes in connection with assignments or quotation/contract shall be settled in the order specified in NSAB 2015.

# PRODUCT SPECIFIC TERMS & CONDITIONS

## DHL Paket

### 1 Product description

DHL Paket is a domestic transport service intended for conveyable parcel shipments up to 150 kg chargeable weight between businesses (B2B) within Sweden.

#### 1.1 Prohibited goods

In addition to what is stated in the general section, the following goods are also prohibited:

- Dangerous goods. However, goods classified as limited quantities under ADR are accepted.
- Alcoholic beverages
- Goods requiring cooling or heating in addition to normal transport handling.

### 2 Dimensions, weight and volume

Package

Dimensions, weight & volume	Min	Max
Length	15 cm	150 cm
Width	11 cm	50 cm
Height	2 cm	50 cm
Volume	-	0.38 m <sup>3</sup>
Gross weight	0.1 kg	35 kg

Shipment

Dimensions, weight & volume	Min	Max
Package	1	99
Volume	-	0.53 m <sup>3</sup>
Gross weight	0.1 kg	150 kg

If the goods do not fulfil the requirements for conveyable goods according to DHL Freight's Packaging Instruction, see [www.dhl.se/freight](http://www.dhl.se/freight), the fee Non Conveyable Goods will be charged.

For shipments/packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If DHL deems that the goods can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the goods cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

### 3 Booking

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

### 4 Collection of goods

Pick-up of goods takes place on weekdays.

The goods must be available for pick-up on the loading bay or on the ground level directly in connection to the vehicle.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

### 5 Delivery

Delivery is made to the designated unloading area at the specified delivery address for the property or office premises. If there is no designated unloading area, delivery is made to the reception or directly inside the consignee gate/door. In cases where a different delivery point is required, for example to a department within the consignee's premises or directly to a shop in a shopping centre, the Carry-In Service should be booked.

The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

## 5.2 Delivery Obstacles

In the event of an obstacle to deliver, the shipment is taken back and the consignee is notified that the shipment is available for collection at DHL's terminal or agreement on a new delivery. Where the dimensions and gross weight of the shipment fall within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and deliver the shipment to an appropriate Parcel Shop.

The fee Delivery Obstacles and, where applicable, the fee New Delivery will be charged to the Customer.

Goods addressed to a company that are collected at a terminal, will be handed over to the person who can state the relevant shipment number and show valid personal identification. If the shipment is addressed to a private individual, the goods will be handed over to the recipient or his agent after presentation of valid personal identification. If goods are handed over to an agent, he must present both the recipients and his own personal identification.

If a new delivery cannot be made or if the shipment has not been collected within 7 days, it will be returned to the consignor. Shipments that the consignee refuses to accept will be returned immediately. Return freight according to the current contract and the fee Change of Transport Instruction will be charged to the Customer.

## 5.3 Terminal Rent

For shipments which remain at terminal after notification, for example due to the consignee delaying collection or receipt of the goods, DHL will charge the fee Terminal Rent from working day 4 after notification.

## 5.4 Shipment to private individual

DHL Paket is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, the fee Delivery to Private Individual is charged. The value added service Notification is mandatory and must be booked. If Notification has not been booked, the fee Incorrect Shipment Details will also be charged.

If a shipment to a private individual falls within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and deliver the shipment to an appropriate Parcel Shop.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

Actual weight (kg) is rounded up to one decimal place.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

The volumetric weight is calculated according to 1 cubic meter = 280 kg.

The packaging of the goods shall be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

For shipments containing 6 or more packages, the Additional Parcel Surcharge is charged from the 6th package onwards.

# DHL Pall

## 1 Product description

DHL Pall is a domestic transport service intended for goods loaded on EUR half and full pallets between companies (B2B) within Sweden for shipments up to a surface area corresponding to a maximum of 3 EUR full pallets.

## 2 Dimensions, weight and volume

Package - Half pallet (EUR)

Dimensions, weight & volume	Min	Max
Length	60 cm	60 cm
Width	80 cm	80 cm
Height	15 cm	150 cm
Gross weight	-	400 kg

Package – Full pallet (EUR)

Dimensions, weight & volume	Min	Max
Length	120 cm	120 cm
Width	80 cm	80 cm
Height	15 cm	220 cm
Gross weight	-	800 kg

Shipment

Dimensions, weight & volume	Min	Max
Packages (half and full pallets)	1	6
Volume	1 half pallet	Combinations of half and full pallets to a surface area equivalent to 3 full pallets
Gross weight	-	2400 kg

The goods must be loaded and fixed on either full or half pallets (EUR). Each pallet included in a shipment must be labelled with an approved shipment label. A pallet is considered to be a package.

For shipments/packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If DHL deems that the goods can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the goods cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Booking

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

The goods must be available for pick-up on the loading bay or on the ground level directly in connection to the vehicle.

If the nature of the goods means that loading cannot be carried out by tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

Delivery is made to the specified delivery address. The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

Unloading takes place on the designated unloading area/unloading bay or ground level at the side of the vehicle.

If the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

## 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the shipment is taken back and the consignee is notified that the shipment is available for collection at DHL's terminal or agreement on a new delivery.

The fee Delivery Obstacles and, where applicable, the fee New Delivery will be charged to the Customer.

Goods addressed to a company that are collected at a terminal, will be handed over to the person who can state the relevant shipment number and show valid personal identification. If the shipment is addressed to a private individual, the goods will be handed over to the recipient or his agent after presentation of valid personal identification. If goods are handed over to an agent, he must present both the recipients and his own personal identification.

If a new delivery cannot be made or if the shipment has not been collected within 7 days, it will be returned to the consignor. Shipments that the consignee refuses to accept will be returned immediately. Return freight according to the current contract and the fee Change of Transport Instruction will be charged to the Customer.

## 5.2 Terminal Rent

For shipments which remain at terminal after notification, for example due to the consignee delaying collection or receipt of the goods, DHL will charge the fee Terminal Rent from working day 4 after notification.

## 5.3 Shipment to a private individual

DHL Pall is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, the fee Delivery to Private Individual is charged. The value added service Notification is mandatory and must be booked. If Notification has not been booked, the fee Incorrect Shipment Details will also be charged.

## 6 Price calculation rules

The freight tariff for a shipment is calculated based on the number of EUR full and half pallets included in a shipment.

# DHL Stycke

## 1 Product description

DHL Stycke is a domestic transport service intended for groupage shipments up to 2500 kg chargeable weight between companies (B2B) within Sweden. The address must clearly indicate that the consignee is a business.

## 2 Dimensions, weight and volume

Package

Dimensions, weight & volume	Min	Max
Length	15 cm	599 cm for package <50 kg 299 cm for package >=50 kg
Width	11 cm	240 cm
Height	3.5 cm	220 cm
Volume	-	3.57 m <sup>3</sup>
Load meters	-	0.51 ldm
Gross weight	-	1000 kg

Shipment

Dimensions, weight & volume	Min	Max
Package	1	99
Volume	-	8.92 m <sup>3</sup>
Load meters	-	1.28 ldm
Gross weight	-	2500 kg

For shipments/packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If DHL deems that the goods can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the goods cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Bookings

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

The goods must be available for pick-up on the loading bay or on the ground level directly in connection to the vehicle.

Shipments containing individual packages with an actual weight exceeding 35 kg and/or a shipments with a total chargeable weight exceeding 150 kg must always be loaded and fixed on an EUR pallet or equivalent.

If an individual package weighs more than 800 kg or if the nature of the goods means that loading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

Delivery is made to the specified delivery address. The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

Unloading takes place on the designated unloading area/unloading bay or ground level at the side of the vehicle.

If an individual package weighs more than 800 kg or if the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

### 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the shipment is taken back and the consignee is notified that the shipment is available for collection at DHL's terminal or agreement on a new delivery. Where the dimensions and gross weight of the shipment fall within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and deliver the shipment to an appropriate Parcel Shop.

The fee Delivery Obstacles and, where applicable, the fee New Delivery will be charged to the Customer.

Goods addressed to a company that are collected at a terminal, will be handed over to the person who can state the relevant shipment number and show valid personal identification. If the shipment is addressed to a private individual, the goods will be handed over to the recipient or his agent after presentation of valid personal identification.

If goods are handed over to an agent, he must present both the recipients and his own personal identification.

If a new delivery cannot be made or if the shipment has not been collected within 7 days, it will be returned to the consignor. Shipments that the consignee refuses to accept will be returned immediately. Return freight according to the current contract and the fee Change of Transport Instruction will be charged to the Customer.

## 5.2 Terminal Rent

For shipments which remain at terminal after notification, for example due to the consignee delaying collection or receipt of the goods, DHL will charge the fee Terminal Rent from working day 4 after notification.

## 5.3 Shipment to a private individual

DHL Stycke is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, the fee Delivery to Private Individual is charged. The value added service Notification is mandatory and must be booked. If Notification has not been booked, the fee Incorrect Shipment Details will also be charged.

If a shipment to a private individual falls within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and deliver the shipment to an appropriate Parcel Shop.

# 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

The volumetric weight is calculated according to one of the calculation rules in point 6.1 below.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods and any loading accessories (e.g. pallet) should be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

## 6.1 Calculation rules for volumetric weight

The nature and dimensions of the goods determine which volumetric weight calculation rule is applied. DHL decides which calculation rule to apply in each case.

### 6.1.1 Cubic meters (m<sup>3</sup>)

For goods with a maximum height of 1.25 meters, the volumetric weight is calculated according to 1 cubic meter = 280 kg, provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods loaded on pallets, this means that the pallet must have a flat top and be stackable. Stackable means that the pallet is capable of supporting an equivalent pallet of at least the same weight during transport.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

### 6.1.2 Load meter (LDM)

For goods where the cubic meter calculation cannot be applied, the volumetric weight is calculated according to 1 load meter = 1950 kg.

If the dimensions of the goods mean that a certain area of the load carrier cannot be used for other goods, this area is included in the load meter calculation of the shipment.

The load meter is equal to the length of the goods (m) x the width of the goods (m) / 2.4 meters. This means, for example, that an EUR pallet measuring 1.2 x 0.8 meters is equal to 0.4 load meter (1.2x0.8/2.4=0.4).

The term pallet place (PPL) is equal to 0.4 load meter (LDM).

Load meters are rounded up to 2 decimal places.

### 6.1.3 Long goods - goods more than 3 meters in length

For individual packages with a length between 3.00 and 5.99 meters and where the package weight is less than 50 kg (actual weight), the volumetric weight is calculated from the greater of the following table or one of the above calculation rules. Other packages in the same shipment are calculated according to price calculation rules for cubic meters (m<sup>3</sup>) and load meters (LDM) and then added to the long goods to give a total chargeable shipment weight.

Width of package    Volumetric weight per package

1-40 cm	200 kg
41-80 cm	400 kg
81-120 cm	600 kg
121-160 cm	800 kg
161-240 cm	900 kg

# DHL Partì

## 1 Product description

DHL Partì is a domestic transport service intended for direct deliveries for shipments with a chargeable weight from 1000 kg between businesses (B2B) within Sweden.

## 2 Dimensions, weight and volume

Package

Dimensions, weight & volume	Min	Max
Length	-	12000 cm
Width	-	240 cm
Height	-	270 cm
Load meters	-	12 ldm

Shipment

Dimensions, weight & volume	Min	Max
Volume	-	150 m <sup>3</sup>
Load meters	-	19.2 ldm
Gross weight	1 000 kg	39 000 kg

The maximum weight per shipment is limited by the load capacity of the transport vehicle and the bearing capacity of the road/road class.

Special agreement is required if:

- package/shipment cannot be handled by a forklift truck
- the package/shipment results in a concentrated load on the vehicle
- package/shipment that deviates from the above dimensions, weight or volume limitations or otherwise does not fulfil DHL's product conditions
- package/shipment over 720 cm up to 1200 cm
- inaccessibility for vehicles with height up to 4,50 m or length of 25,25 m to reach point of loading or unloading

## 3 Booking

Booking of transport must be made no later than 15.00 on the weekday before the desired loading day (stop time). Loading takes place on weekdays.

## 4 Collection of goods

Pick up of goods takes place on weekdays.

The goods must be available for pick-up on the loading bay or on the ground level directly in connection to the vehicle.

If an individual package weighs up to 800 kg actual weight and the chargeable weight of the shipment is less than 3 900 kg, the driver shall assist in the loading of the shipment by means of a pallet jack and tail lift. If an individual package weighs more than 800 kg actual weight or if the nature of the goods means that loading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee. Loading with a tail lift for DHL Partì should always be booked as the value added service Tail Lift.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

The consignor must provide the driver with a correctly and fully completed four-part SIS consignment note with a shipment number for each assignment.

## 5 Delivery

Unloading takes place on the designated unloading area/unloading bay or ground level at the side of the vehicle.

If an individual package weighs up to 800 kg actual weight and the chargeable weight of the shipment is less than 3 900 kg, the driver shall assist in unloading by means of a pallet jack and tail lift. If an individual package weighs more than 800 kg actual weight or if the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee. Unloading with a tail lift for DHL Partì should always be booked as the value added service Tail Lift.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

Delivery is made to the specified delivery address. The Customer is responsible for ensuring that an authorized person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorized to receive the goods on behalf of the consignee.



## 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the Customer is notified that the shipment will be unloaded at the nearest available DHL terminal.

The fee for New Delivery and Delivery obstacle will be charged to the Customer.

If the Customer chooses to return the shipment to the consignor or send it to an alternative consignee, the cost for a new freight and the fee Change of Transport Instruction will be charged.

## 5.2 Terminal Rent

For shipments which remain at terminal after notification, for example due to the consignee delaying collection or receipt of the goods, DHL will charge the fee Terminal Rent from working day 4 after notification.

## 5.3 Shipment to a private individual

DHL PartI is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, the fee Delivery to Private Individual is charged. The value added service Notification is mandatory and must be booked. If Notification has not been booked, the fee Incorrect Shipment Details will also be charged.

# 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg. The minimum chargeable weight per shipment is 1000 kg.

The volumetric weight is calculated according to one of the calculation rules in point 6.1 below.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods and any loading accessories (e.g. pallet) should be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

## 6.1 Calculation rules

The nature and dimensions of the goods determine which volumetric weight calculation rule is applied. DHL decides which calculation rule to apply in each case.

### 6.1.1 Cubic meters (m<sup>3</sup>)

For goods with a maximum height of 1.25 meters, the volumetric weight is calculated according to 1 cubic meter = 280 kg, provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods loaded on pallets, this means that the pallet must have a flat top and be stackable. Stackable means that the pallet is capable of supporting an equivalent pallet of at least the same weight during transport.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

### 6.1.2 Load meter (LDM)

For goods where the cubic meter calculation cannot be applied, the volumetric weight is calculated according to 1 load meter = 1950 kg.

If the dimensions of the goods mean that a certain area of the load carrier cannot be used for other goods, this area is included in the load meter calculation of the shipment.

The load meter is equal to the length of the goods (m) x the width of the goods (m) / 2.4 meters. This means, for example, that an EUR pallet measuring 1.2 x 0.8 meters is equal to 0.4 load meters (1.2x0.8/2.4=0.4).

The term pallet place (PPL) is equal to 0.4 load meter (LDM).

Load meters are rounded up to 2 decimal places.

### 6.1.3 Long goods - goods more than 3 meters in length

For a shipment containing one or more packages with a length of between 3.00 m and 5.99 m with an individual package weight of 50 kg or more (actual weight), and for a shipment containing an individual package with a length at the time of identification of 6.00 m and up to and including 12.00 m regardless of weight, the volumetric weight for such a package is calculated according to the table below. Other packages in the same shipment are calculated individually according to price calculation rules for cubic meters (m<sup>3</sup>) and load meters (LDM) and then added to the long goods to give a total chargeable shipment weight.

Width of the package	Volumetric weight per meter
1-40 cm	325 kg
41-80 cm	650 kg
81-120 cm	975 kg
121-160 cm	1 300 kg
161-240 cm	1 950 kg

## 6.2 Rounding rules

### 6.2.1 Price agreements with 26 weight classes

Chargeable weight is rounded up to the nearest kilo for shipments under 5000 kg and from 5000 kg is rounded up to the nearest 100 kg. Breakpoint calculation from 5000 kg.

### 6.2.2 Price agreement with 8 weight classes

Chargeable weight is rounded up to the nearest kilo for shipments under 5000 kg and from 5000 kg is rounded up to the nearest 100 kg. Breakpoint calculation from 1000 kg

# DHL Home Delivery

## 1 Product description

DHL Home Delivery is a domestic transport service intended for groupage shipments up to 2500 kg chargeable weight between companies and private consignees (B2C) within Sweden, and where applicable the return service DHL Home Delivery Returns (C2B).

### 1.1 Prohibited goods

In addition to what is stated in the general section, the following goods are also prohibited:

- Alcoholic beverages
- Goods requiring cooling or heating in addition to normal transport handling

## 2 Dimensions, weight and volume

Package

Dimensions, weight & volume	Min	Max
Length	15 cm	599 cm for package <50kg 299 cm for package >=50kg
Width	11 cm	240 cm
Height	3.5 cm	220 cm
Volume	-	3.57 m <sup>3</sup>
Load meters	-	0.51 ldm
Gross weight	-	800 kg

Shipment

Dimensions, weight & volume	Min	Max
Package	1	99
Volume	-	8.92 m <sup>3</sup>
Load meters	-	1.28 ldm
Gross weight	-	2500 kg

For shipments/packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If DHL deems that the goods can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the goods cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Bookings

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

The goods must be available for pick-up on the loading bay or on the ground level directly in connection to the vehicle.

Shipments containing individual packages with an actual weight exceeding 35 kg and/or a shipments with a total chargeable weight exceeding 150 kg must always be loaded and fixed on an EUR pallet or equivalent.

If the nature of the goods means that loading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

Once the shipment has been processed at the first terminal, a notification is sent via SMS and/or e-mail to the recipient. The notification includes planned delivery date and time interval. The notification offers the recipient, via a link to a website, a choice of delivery options and possible value added services. For example delivery on alternative dates, Collection of Goods at Terminal, Delivery Without Signature or digital signature. Some of these delivery options are obtained after payment by the recipient to DHL. If the recipient does not make an active choice, delivery takes place according to DHL's planning.

Before delivery, the driver calls the recipient 15-30 minutes before delivery.

If the delivery option has not been changed, delivery is made to the recipient or his/her agent after the recipient has proved his/her identity either via BankID or upon presentation of a valid identity document. When delivering to an agent, the agent must present both his own identity document and that of the specified recipient. If the recipient has verified his/her identity via BankID, the agent must present the QR code received at identification. The above applies regardless of whether delivery is made to the recipient's address or shipment is collected at a terminal. DHL disclaims all responsibility that a delivery with QR code is made to the correct recipient.

DHL Home Delivery is intended for delivery to private consignees. For shipments that are still addressed to companies, delivery is made to a person who can state the shipment number for the current shipment and show valid identification. DHL disclaims all responsibility for checking that delivery has been made to the correct consignee when a physical person is not specified as the recipient.

Unloading takes place to the ground level at the side of the vehicle.

If the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The

weight referred to below is the total weight of the goods unloaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

## 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the shipment is taken back and the consignee is notified that the shipment is available for collection at DHL's terminal or agreement on a new delivery. Where the dimensions and gross weight of the shipment fall within the product definition for DHL Service Point, DHL reserves the right to change the product to DHL Service Point and deliver the shipment to an appropriate Parcel Shop.

The fee Delivery Obstacles and, where applicable, the fee New Delivery will be charged to the Customer.

If a new delivery cannot be made or if the shipment has not been collected within 7 days, it will be returned to the consignor. Shipments that the consignee refuses to accept will be returned immediately. Return freight according to the current contract and the fee Change of Transport Instruction will be charged to the Customer.

## 5.2 Terminal Rent

For shipments which remain at terminal after notification, for example due to the consignee delaying collection or receipt of the goods, DHL will charge the fee Terminal Rent from working day 4 after notification.

# 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

The volumetric weight is calculated according to one of the calculation rules in point 6.1 below.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods and any loading accessories (e.g. pallet) should be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

## 6.1 Calculation rules for volumetric weight

The nature and dimensions of the goods determine which volumetric weight calculation rule is applied. DHL decides which calculation rule to apply in each case.

### 6.1.1 Cubic meters (m<sup>3</sup>)

For goods with a maximum height of 1.25 meters, the volumetric weight is calculated according to 1 cubic meter = 280 kg, provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods loaded on pallets, this means that the pallet must have a flat top and be stackable. Stackable means that the pallet is capable of supporting an equivalent pallet of at least the same weight during transport.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

### 6.1.2 Load meter (LDM)

For goods where the cubic meter calculation cannot be applied, the volumetric weight is calculated according to 1 load meter = 1950 kg.

If the dimensions of the goods mean that a certain area of the load carrier cannot be used for other goods, this area is included in the load meter calculation of the shipment.

The load meter is equal to the length of the goods (m) x the width of the goods (m) / 2.4 meters. This means, for example, that a EUR pallet measuring 1.2 x 0.8 meters is equal to 0.4 load meters (1.2x0.8/2.4=0.4).

The term pallet place (PPL) is equal to 0.4 load meter (LDM).

Loading meters are rounded up to 2 decimal places.

### 6.1.3 Long goods - goods of more than 3 meters in length

For individual packages with a length between 3.00 and 5.99 meters and where the package weight is less than 50 kg (actual weight), the volumetric weight is calculated from the greater of the following table or one of the above calculation rules. Other packages in the same shipment are calculated according to price calculation rules for cubic meters (m<sup>3</sup>) and load meters (LDM) and then added to the long goods to give a total chargeable shipment weight.

Width of package    Volumetric weight per package

1-40 cm	200 kg
41-80 cm	400 kg
81-120 cm	600 kg
121-160 cm	800 kg
161-240 cm	900 kg

# 7 Return service

The DHL Home Delivery Return (C2B) is subject to the same conditions as an outbound Home Delivery shipment, except that DHL does not accept returns of shipments containing any form of dangerous goods. However, dangerous goods falling within the special provisions of ADR Chapter 3.3 (e.g. electric bicycles, battery-powered tools, computers) are accepted. The Customer is responsible for compliance with the rules of these special provisions.

# DHL Service Point

## 1 Product description

DHL Service Point is a domestic transport service intended for conveyable parcels between companies and private consignees (B2C) within Sweden, as well as the corresponding return service DHL Service Point Returns (C2B).

### 1.1 Prohibited goods

In addition to what is stated in the general section, the following goods are also prohibited:

- Dangerous goods. However, goods classified as limited quantities under ADR are accepted.
- Tires
- Alcoholic beverages
- Goods requiring cooling or heating in addition to normal transport handling

### 1.2 Increased responsibility

For DHL Service Point [within Sweden] an extended liability applies, meaning that DHL's liability is limited to SEK 500 per gross kilo of the part of the goods that has been lost, reduced or damaged.

## 2 Dimensions, weight and volume

Parcels to Parcel Shops

Dimensions, weight & volume	Min	Max
Length*	15 cm	150 cm
Width	11 cm	-
Height	2 cm	-
Length + Circumference	-	300 cm
Gross weight	0.1 kg	20 kg

\*) For parcels with a length of 120-150 cm there is an additional charge for bulky items.

Parcels to Parcel Boxes\*\*

Dimensions, weight & volume	Min	Max
Length	15 cm	58 cm
Width	11 cm	44 cm
Height	2 cm	50 cm
Gross weight	0.1 kg	20 kg

\*\*\*) Maximum height for delivery to Parcel Boxes may vary depending on availability.

Only single parcel shipments are accepted.

For parcels that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If the parcels do not fulfil the requirements for conveyable goods the fee Non Conveyable Goods will be charged.
- If DHL deems that the parcels can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the parcels cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Bookings

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

### 4.1 Parcel handed in at Parcel Shop

Parcels can also be handed in at Parcel Shops. The maximum daily number of parcels is limited to 10 per Customer and Parcel Shop.

## 5 Delivery

Parcels are distributed to a Parcel Shop or Parcel Box. The recipient is notified by SMS and/or e-mail when the parcel has arrived at the Parcel Shop or Parcel Box.

At Parcel Shops, delivery is made to the recipient or his/her agent after the recipient has proved his/her identity either via BankID or upon presentation of a valid identity document.

When delivering to an agent, the agent must present both his own identity document and that of the specified recipient. If the recipient has verified his/her identity via BankID, the agent must present the QR code received at identification. DHL disclaims all responsibility that a delivery with QR code is made to the correct recipient.

When delivering via a Parcel Box, delivery is made to the person who has received a PIN-code after the identity has been verified via BankID. DHL disclaims all responsibility that a delivery with PIN-code is made to the correct recipient

If there is no space in the Parcel Box chosen by the consignor or at the chosen Parcel Shop, the parcel will be redirected for delivery via an alternative Parcel Shop.

Information on which identity documents DHL accepts can be found at [www.dhlpaket.se/sv/privatkund/hamta-paket.html](http://www.dhlpaket.se/sv/privatkund/hamta-paket.html).

If the parcel is not collected within 7 calendar days from the first notification, it will be returned to the consignor's address. Return freight and the fee Unclaimed Goods will be charged to the Customer.

## 5.1 Shipment to businesses

DHL Service Point is intended for delivery to private recipients.

For shipments that are still addressed to companies, delivery is made to the person who can state the shipment number for the current shipment and show valid identification. DHL disclaims all responsibility for checking that delivery has been made to the correct consignee when a physical person is not specified as the recipient.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight is rounded up to the nearest whole kg.

Actual weight (kg) is rounded up to one decimal place.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

The volumetric weight is calculated according to 1 cubic meter = 280 kg.

The packaging of the goods shall be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

## 7 Return service

In order for a shipment to be returned, the Customer must have a separate DHL Service Point Return agreement.

The Customer must ensure that the original recipient receives the necessary information to enable the return transport to be carried out correctly. Return shipments are handed in at any Parcel Shop.

DHL Service Point Return shipments are subject to the same conditions as outbound DHL Service Point shipments, except that DHL does not accept returns of shipments containing any form of dangerous goods. However, dangerous goods falling within the special provisions of ADR Chapter 3.3 (e.g. electric bicycles, battery-powered tools, computers) are accepted. The Customer is responsible for compliance with the rules of these special provisions.

# DHL Hemleverans Paket

## 1 Product description

DHL Hemleverans Paket is a domestic transport service intended for conveyable parcels between companies and private consignees (B2C) within Sweden. The service is available for delivery to selected zip codes. For geographical coverage see [www.dhl.se/freight](http://www.dhl.se/freight).

### 1.1 Prohibited goods

In addition to what is stated in the general section, the following goods are also prohibited:

- Dangerous goods. However, goods classified as limited quantities under ADR are accepted.
- Tires
- Alcoholic beverages
- Goods requiring cooling or heating in addition to normal transport handling

### 1.2 Increased responsibility

For DHL Hemleverans Paket an extended liability applies, meaning that DHL's liability is limited to SEK 500 per gross kilo of the part of the goods that has been lost, reduced or damaged.

## 2 Dimensions, weight and volume

Dimensions, weight & volume	Min	Max
Length*	15 cm	150 cm
Width	11 cm	-
Height	2 cm	-
Length + Circumference	-	300 cm
Gross weight	0.1 kg	20 kg

\*) For parcels with a length of 120-150 cm there is an additional charge for bulky items.

Only single parcel shipments are accepted.

For parcels that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If the parcels do not fulfil the requirements for conveyable goods the fee Non Conveyable Goods will be charged.
- If DHL deems that the parcels can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the parcels cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Bookings

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

Once the shipment has been processed at the first terminal, a notification is sent via SMS and/or e-mail to the recipient. The notification includes planned delivery date and time interval. The notification offers the recipient, via a link to a website, a choice of delivery options and possible value added services. Some of these delivery options are obtained after payment by the recipient to DHL. If the recipient does not make an active choice, delivery takes place according to DHL's planning.

Delivery is made without signature by the recipient unless the value added service Delivery with ID control has been booked by the customer. Delivery without signature means delivery to the specified address without the recipient having to be present to sign for the delivery. DHL registers completed delivery and the registration is deemed to be proof of delivery to the recipient. DHL disclaims all liability for the goods after delivery. DHL may take a photo as confirmation.

### 5.1 Delivery Obstacles

In the event of an obstacle to deliver, DHL reserves the right to change the product to DHL Service Point and deliver the parcel to an appropriate Parcel Shop.

Shipments that the consignee refuses to accept will be returned immediately. Return freight according to the current contract and the fee Change of Transport Instruction will be charged to the Customer.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight is rounded up to the nearest whole kg.

Actual weight (kg) is rounded up to one decimal place.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

The volumetric weight is calculated according to 1 cubic meter = 280 kg.

The packaging of the goods shall be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

## 7 Return service

In order for a shipment to be returned, the Customer must have a separate DHL Service Point Retur agreement.

The Customer must ensure that the original recipient receives the necessary information to enable the return transport to be carried out correctly. Return shipments are handed in at any Parcel Shop.

DHL Service Point Retur shipments are subject to the same conditions as outbound DHL Service Point shipments, except that DHL does not accept returns of shipments containing any form of dangerous goods. However, dangerous goods falling within the special provisions of ADR Chapter 3.3 (e.g. electric bicycles, battery-powered tools, computers) are accepted. The Customer is responsible for compliance with the rules of these special provisions.

# DHL Parcel Connect

## 1 Product description

DHL Parcel Connect is an international transport service intended for conveyable parcels from companies in Sweden to private individuals abroad (B2C), and the corresponding return service DHL Parcel Return Connect (C2B) from private individuals abroad to companies in Sweden.

For geographical coverage see the document "Förteckning över Länder och Områden Utrikes Paket" at [www.dhl.se/freight](http://www.dhl.se/freight).

### 1.1 Prohibited goods

In addition to what is stated in the General Section, the following goods are also prohibited:

- Dangerous goods. However, goods classified as limited quantities under ADR are accepted to AT, BE, CZ, DE, DK, ES, FR, HU, IT, NL, NO, PT, SI and SK.
- Tires
- Alcoholic beverages
- Goods requiring cooling or heating in addition to normal transport handling
- Goods subject to a licence or authorization
- Other trade restrictions in the destination country

### 1.2 Shipments to the United Kingdom

Transports to the UK can only be carried out in a Consolidated Solution. DHL does not provide return service from the UK.

### 1.3 Extended liability

For DHL Parcel Connect and DHL Parcel Return Connect, extended liability applies, meaning that DHL's liability is limited to SEK 5,000 per shipment of the part that is lost, reduced or damaged.

## 2 Dimensions, weight and volume

Parcels

Dimensions, weight & volume	Min	Max
Length	15 cm	200 cm
Width	11 cm	-
Height	2 cm	-
Volume	-	0.432 m <sup>3</sup>
Gross weight	-	31.5 kg
Length + Circumference	-	360 cm

For parcels where any of the dimensions are larger than 120x60x60 cm (LxWxH), the surcharge Bulky will be charged. Longer lead times may then occur.

Maximum dimensions/weight may vary depending on delivery method (Doorstep or via Parcel Shop/Parcel Box) and distribution country, see DHL Product Manual at [www.dhldashboard.se](http://www.dhldashboard.se).

Only single parcel shipments are accepted.

For parcels that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If a parcel does not fulfil the requirements for conveyable goods the fee Non Conveyable Goods will be charged.

- If DHL deems that the shipment can be handled according to the booked product, the fee Outside Product Limitation will be charged.
- If DHL deems that the shipment cannot be handled according to the booked product, the shipment will be returned to the consignor at the Customer's expense.

### 2.1 Shipment label

The shipment label must be attached to the largest surface of the parcel so that it is readable from the top and can be read in its entirety without folds or covering packaging materials such as straps/tape.

### 2.2 Consolidated Solution

If a consignor has a large number of parcel shipments, these can be consolidated into one shipment with its own shipment number. The consolidated shipment is terminated before distribution of the individual parcel shipments. For this solution (also referred to as Direct Injection and Bulk Split) special conditions apply, see the document "Special Conditions Consolidated Solution for DHL Parcel Connect Plus and DHL Parcel Connect" at [www.dhl.se/freight](http://www.dhl.se/freight).

Consolidated Solution may be available for transport to both dutiable and non-dutiable countries. Not valid for DHL Parcel Return Connect.

## 3 Bookings

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

### 4.1 Parcels handed in at Parcel Shops

Parcels can also be handed in at Parcel Shops. The maximum daily number of parcels is limited to 10 per Customer and Parcel Shop.



## 5 Delivery

Delivery is made according to the delivery method (Doorstep or via Parcel Shop/Parcel Box) specified in the transport instruction or according to the recipient's choice when notified. Delivery options vary depending on the country of destination.

The recipient is notified when the parcel arrives in the country of destination. For deliveries to a Parcel Shop or Parcel Box, an additional notification is sent when the shipment is ready for collection.

The recipient's email address is mandatory shipment information and should be complemented with a local mobile phone number. DHL is not responsible for delays or returns caused by incorrect or missing email address and/or mobile phone number.

For Doorstep deliveries to residents (Sw. inneboende), the c/o address must be provided. If the c/o address is missing or incorrect, the shipment may be returned to the consignor at the Customer's expense.

Delivery is made to the recipient or his agent upon presentation of the PIN code obtained, a valid identity document or signature. Rules for identification and signing upon delivery vary depending on country of destination and mode of delivery.

### 5.1 Delivery Obstacles/Unclaimed Goods

Shipments where delivery could not be made are returned to the consignor at the Customer's expense. If a shipment originally was handed in to a Parcel Shop in Sweden, the shipment is returned to the same Parcel Shop for collection by the original consignor. The Customer is charged the fee Unclaimed Goods, Swedish domestic freight and the fee Change of Transport Instruction.

For the return of dutiable shipments, the Return Administration fee is also charged. In cases where the required attached physical copy of the original invoice is missing, DHL will complete the documentation and charge the fee Incorrect Customs Details.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight is rounded up to the nearest whole kg.

Actual weight (kg) is rounded up to one decimal place.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

The volumetric weight is calculated according to 1 cubic meter = 280 kg.

The packaging of the goods shall be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

## 7 Return service

In order for a shipment to be returned, the Customer must have a separate DHL Parcel Return Connect agreement.

DHL Parcel Return Connect shipments are subject to the same conditions as outbound DHL Parcel Connect shipment except as stated below.

### 7.1 Dimensions, weight and volume

Max dimensions, weight and volume can vary depending on country of origin.

### 7.2 Booking and collection of goods

DHL does not accept DHL Parcel Return Connect containing any form of dangerous goods, including dangerous goods in limited quantities and dangerous goods with other reliefs which require special handling.

Return shipments shall be handed in to Parcel Shops abroad. However, local variations may occur. Return instructions are available via DHL's Customer Service.

It is the Customer's responsibility to ensure that the digital shipment information is sent to DHL before the return shipment is handed over to DHL. Submitted shipment information is stored for 6 months.

### 7.3 Delivery of return shipment

Delivery of the return shipment is made to the designated unloading area at the specified delivery address for the property or office premises. If there is no designated unloading area, delivery is made to the reception or directly inside the consignee gate/door.

In the event of an obstacle to delivery, the shipment is taken back and the recipient is notified that the shipment is available for collection at DHL's terminal or agreement on a new delivery. The fee Delivery Obstacle and, where applicable, the fee New Delivery will be charged to the Customer.

In cases where the shipment is collected at a terminal and is addressed to a company, delivery is made to the person who can state the shipment number for the current shipment and show valid identification.

## 8 Customs

Shipments sent to or from third countries and to or from other territories outside the fiscal territory of the EU must be declared in accordance to applicable legislation.

Customs clearance includes export declaration and transit. Import clearance fees and any customs duties and VAT are charged to the consignee in the country of destination when the parcel is delivered (in the case of VOEC, no customs duties, VAT or import clearance fees are charged). Only Combiterm O22 is accepted.

One of the following two customs clearance services must be selected:

- **Customs Clearance Standard:** The Customer provides necessary and complete customs data in the shipment information. In case of incorrect or missing customs data, DHL reserves the right to change to Customs Clearance Full Service.

- **Customs Clearance Full Service:** DHL registers customs specific data based on submitted invoice documentation.

Customs clearance is charged according to the current price list based on the selected service.

### 8.1 Customs documentation

The correct and complete commercial or pro-forma invoice must be sent to DHL digitally (by e-mail or included in the transport instruction) before the goods are picked-up from the Consignor.

Two copies of the invoice must be placed in a plastic pocket attached to the transport packaging.

A commercial invoice must contain information on all goods included in the shipment. Pro-forma invoices may only be used for non-payable items such as gifts, returns or samples.

It is the Customer's responsibility to ensure that DHL receives the necessary and correct information/documentation to perform the customs services. In case of incorrect or missing customs documents, DHL will charge the fee Incorrect Customs Details.

It is also the Customer's responsibility to ensure that a Customs Power of Attorney is issued if required. DHL always acts as a Direct Customs Representative.

## 8.2 Consolidated Customs Clearance

The service Consolidated Customs Clearance, can be offered after special written agreement for the service Consolidated Solution. See the document "Special Conditions Consolidated Solution" for DHL Parcel Connect Plus and DHL Parcel Connect at [www.dhl.se/freight](http://www.dhl.se/freight).

## 8.3 VEOC (VAT On E-Commerce) - Norway

For shipments to Norway, there is a simplified procedure for handling VAT, known as VEOC.

The VEOC procedure requires that:

- the necessary VEOC information is digitally transmitted in the appropriate field of the shipment information according to DHL's specifications.
- the consignor is VEOC registered.
- the consignor's VEOC number is clearly stated on the shipment label or separately labelled on the invoice plastic pocket.
- the consignor's VEOC number is clearly indicated on the commercial invoice.

The absence of VEOC in the transport instruction as described above will result in the shipment being processed as non-VEOC and the Norwegian consignee will be required to pay VAT, import duty and any customs duty before delivery of the parcel.

## 8.4 DHL Parcel Return Connect from Norway

A DHL Parcel Return Connect from Norway must always be linked to an original DHL Parcel Connect export shipment.

For return shipments, two (2) pro-forma return invoices must be placed in a plastic pocket attached to the outside of the return parcel.

The pro-forma return invoice must include the original export customs clearance ID or original export shipment number. A pro-forma invoice template for returns is available on [www.dhl.se/freight](http://www.dhl.se/freight).

The absence of a pro-forma invoice for the return results in a completion process and the Customer is charged the fee Incorrect Customs Details.

The Return Administration fee is charged for return shipments subject to customs duties.

Return shipments that are not linked to a Swedish export performed by DHL will either be returned to the consignor of the return shipment or handled as an ordinary import shipment with associated costs for administration, incorrect shipment details, expenses, etc. All costs are charged to the Customer.

# DHL Parcel Connect Plus

## 1 Product description

DHL Parcel Connect PLUS is an international transport service intended for conveyable parcels from companies in Sweden to companies abroad (B2B) for shipments up to 150 kg chargeable weight.

For geographical coverage see the document "Förteckning över Länder och Områden Utrikes Paket" at [www.dhl.se/freight](http://www.dhl.se/freight).

### 1.1 Prohibited goods

In addition to what is stated in the general section, the following goods are also prohibited:

- Dangerous goods. However, goods classified as limited quantities under ADR are accepted to DE, DK and NO. Dangerous goods in limited quantities to other countries require a special written agreement.
- Tires
- Alcoholic beverages
- Goods requiring cooling or heating in addition to normal transport handling
- Goods subject to a licence or authorization
- Other trade restrictions in the destination country

### 1.2 Shipments to the United Kingdom

Transports to the UK can only be carried out in a Consolidated Solution.

## 2 Dimensions, weight and volume

Package

Dimensions, weight & volume	Min	Max
Length	15 cm	120 cm
Width	11 cm	60 cm
Height	2 cm	60 cm
Volume	-	0.432 m <sup>3</sup>
Gross weight	-	31.5 kg

Shipment

Dimensions, weight & volume	Min	Max
Package	1	99
Volume	-	0.53 m <sup>3</sup>
Gross weight	0.1 kg	150 kg

For packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies:

- If a package does not fulfil the requirements for conveyable goods, the fee Non Conveyable Goods will be charged.
- If DHL deems that the shipment can be handled according to the booked product, the fee Outside Product Limitation will be charged.
- If DHL deems that the shipment cannot be handled according to the booked product, the shipment will be returned to the consignor at the Customer's expense.

### 2.1 Shipment label

The shipment label must be attached to the largest surface of the package so that it is readable from the top and be read in its entirety without folds or covering packaging materials such as straps/tape.

### 2.2 Consolidated solution

If a consignor has a large number of shipments, these can be consolidated into one shipment with its own shipment number. The consolidated shipment is terminated before distribution of the individual shipments. For this solution (also referred to as Direct Injection and Bulk Split) special conditions apply, see the document "Special Conditions Consolidated Solution" for DHL Parcel Connect Plus and DHL Parcel Connect at [www.dhl.se/freight](http://www.dhl.se/freight).

Consolidated Solution may be available for transport to both dutiable and non-dutiable countries.

## 3 Bookings

The latest time for booking (stop time) of a shipment with a desired same day pick-up varies geographically and seasonally.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-150 kg	5 min
151-999 kg	10 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

Delivery is made to the designated unloading area at the specified delivery address for the property or office premises. If there is no designated unloading area, delivery is made to the reception or directly inside the consignee gate/door.

The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

## 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the shipment is taken back to the distributing terminal and the consignee is notified that a second delivery attempt will be made. If the first delivery attempt fails in Norway and Finland, the shipment will be sent to an appropriate Parcel Shop.

If the shipment still cannot be delivered, it will be returned to the consignor in Sweden at the Customer's expense. The Customer is charged Swedish domestic freight and the fees Delivery Obstacles and Change of transport instruction. For shipments subject to customs duties, the Return Administration fee will also be charged.

## 5.2 Shipment to a private individual

DHL Parcel Connect PLUS is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, DHL reserves the right to return the shipment to the consignor at the consignor's expense.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

Actual weight (kg) is rounded up to one decimal place.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

The volumetric weight is calculated according to 1 cubic meter = 280 kg.

The packaging of the goods shall be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

For shipments containing 6 or more packages, the Additional Parcel surcharge is charged from the 6th package onwards.

## 7 Customs

Shipments sent to or from third countries and to or from other territories outside the fiscal territory of the EU must be declared in accordance to applicable legislation.

Customs clearance include export and import declarations and, where appropriate, transit. Only Combiterm 023 (excluding duty and VAT) will be accepted.

One of the following two customs clearance services must be selected:

- **Customs clearance Standard:** The Customer provides necessary and complete customs data in the shipment information. In case of incorrect or missing customs data, DHL reserves the right to change to Customs Clearance Full Service.
- **Customs clearance Full service:** DHL registers customs specific data based on submitted invoice documentation

Customs clearance is charged according to the current price list based on the selected service.

## 7.1 Customs documentation

The correct and complete commercial or pro-forma invoice must be sent to DHL digitally (by e-mail or included in the transport instruction) before the goods are collected from the Consignor.

A commercial invoice must contain information on all goods included in the shipment. Pro-forma invoices may only be used for non-payable items such as gifts, returns or samples.

It is the Customer's responsibility to ensure that DHL receives the necessary and correct information/documentation to perform the customs services. In case of incorrect or missing customs documents, DHL will charge the fee Incorrect Customs Details.

It is also the Customer's responsibility to ensure that a Customs Power of Attorney is issued if required. DHL always acts as a Direct Customs Representative.

## 7.2 Consolidated Customs Clearance

The service Consolidated Customs Clearance, can be offered by special written agreement under the Consolidated Solution. See the document "Special Conditions Consolidated Solution" for DHL Parcel Connect Plus and DHL Parcel Connect at [www.dhl.se/freight](http://www.dhl.se/freight).

## 7.3 VOEC (VAT On E-Commerce) - Norway

VOEC is not possible to use for DHL Parcel Connect PLUS.

# DHL Freight Euroconnect

## 1 Product description

DHL Freight Euroconnect is an international transport service intended for cross-border business-to-business (B2B) transport within Europe for shipments up to 2499kg chargeable weight.

Geographical coverage according to the DHL lead time calculator, see [www.dhl.se/freight](http://www.dhl.se/freight).

## 2 Dimensions, weight and volume

Package

Dimensions & weight	Min	Max
Length	15 cm	299 cm
Width	11 cm	240 cm
Height	3 cm	220 cm
Gross weight	1 kg	1000 kg

Shipment

Dimensions, weight & volume	Country	Max
Volume	DK/FI/NO	7.14 m3
	GB/IE	6.94 m3
	other countries	7.50 m3
Load meters	DK/FI/NO	1.24 ldm
	GB/IE	1.24 ldm
	other countries	1.35 ldm
Gross weight		2499 kg

For shipments/packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If DHL deems that the goods can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the goods cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Bookings

The latest time for booking (stop time) of export shipments with desired same day pick-up varies geographically and seasonally.

The latest time for booking (stop time) of an import shipment is 14.00 on the weekday before the desired collection day.

The Customer shall indicate in the shipment information the delivery conditions according to Incoterms 2020. Costs arising from incorrectly stated delivery conditions will be charged to the Customer.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

A shipment with a single package with an actual weight exceeding 30 kg and/or a shipment with more than 10 packages must be loaded and fixed on a EUR pallet or equivalent.

If an individual package weighs more than 750 kg or if the nature of the goods means that loading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary

equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-999 kg	20 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

Delivery is made to the specified delivery address. The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

Unloading takes place on the designated unloading area/unloading bay or ground level at the side of the vehicle.

If an individual package weighs more than 750 kg or if the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

0-999 kg	20 min
1 000- 2499 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

### 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the goods are taken back and the consignee is notified that the goods are available for collection at DHL's terminal or agreement on a new delivery.

The fee Delivery Obstacles and freight tariff for any new delivery will be charged to the Customer.

If a new delivery cannot be made or if the shipment is not collected, it will be returned to the consignor at the Customer's expense, but not earlier than after 5 days. Shipments that the consignee refuses to accept can be returned immediately.

Return freight and the fee Change of Transport Instruction will be charged to the Customer.

In the case of delivery to an alternative consignee, the Customer will be charged a new freight tariff according to the current contract and the fee Change of Transport Instruction.

## 5.2 Shipment to a private individual

DHL Freight Euroconnect is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, DHL reserves the right to

- reject the assignments.
- carry out the transport and charge the fee Delivery to private individual and the value added service Pre-Advice.
- return the shipment to the consignor in case the assignment has started, in which case the Customer will be charged for the freight tariff and other associated costs.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

The volumetric weight is calculated according to one of the calculation rules in point 6.1 below.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods and any loading accessories (e.g. pallet) should be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

### 6.1 Calculation rules for volumetric weight

The nature and dimensions of the goods determine which volumetric weight calculation rule is applied. DHL decides which calculation rule to apply in each case.

#### 6.1.1 Cubic meters (m<sup>3</sup>)

For goods with a maximum height of 1.25 meters, the volumetric weight is calculated on the basis of 1 cubic meter = conversion factors below, provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods loaded on pallets, this means that the pallet must have a flat top and be stackable. Stackable means that the pallet is capable of supporting an equivalent pallet of at least the same weight during transport.

Conversion factors volume:

- Nordics 350 kg/m<sup>3</sup>
- Great Britain/Ireland 360 kg/m<sup>3</sup>
- Other countries 333 kg/m<sup>3</sup>

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

#### 6.1.2 Load meter (LDM)

For goods where cubic meter calculation cannot be applied, the volumetric weight is calculated according to 1 load meter = conversion factor below.

The load meter is equal to the length of the goods (m) x the width of the goods (m) / 2.4 meters. This means, for example, that a EUR pallet

measuring 1.2 x 0.8 meters is equal to 0.4 load meters (1.2x0.8/2.4=0.4).

If the dimensions of the goods mean that a certain area of the load carrier cannot be used for other goods, this area is included in the load meter calculation of the shipment.

The term pallet place (PPL) is equal to 0.4 load meter (LDM).

Conversion factors load meter:

- Nordics 2000 kg/load meter
- Great Britain/Ireland 2000 kg/load meter
- Other countries 1850 kg/load meter

Load meters are rounded up to 2 decimal places.

## 7 Customs

Shipments sent to, from or via third countries and to, from or via other territories outside the fiscal territory of the EU must be declared in accordance with applicable legislation. Unless otherwise agreed, DHL provides the necessary customs services. Customs services are charged according to the current price list.

It is the Customer's responsibility to ensure that DHL receives the necessary and correct information/documentation to perform the customs services.

It is also the Customer's responsibility to ensure that a Customs Power of Attorney is issued. DHL always acts as a Direct Customs Representative.

The Import Clearance service can be combined with DHL advancing or using its customs credit for paying customs duties, taxes and other charges if the Customer does not have its own customs credit. In cases where DHL has used its customs credit/advanced duties, taxes or other charges, a separate invoice will be issued for this, including the Customs Guarantee Fee (*Sw. Betalningsförmedling*). Payment terms are 10 days.

Own customs clearance (by the Customer itself or by another customs broker than DHL) requires special agreement.

### 7.1 Customs documentation

Correct and complete customs documents (e.g. commercial invoice, permits, licences, Export Accompanying Document (EAD)) should be sent to DHL digitally as a compiled documentation per shipment at the time of booking (by e-mail or included in the transport instruction). Where the CMR is required as a supporting document, it should be part of the compiled documentation. In case of requests and reminders for missing or incomplete/incorrect documents, the fee Incorrect Documents will be charged. If a further reminder is required, an additional charge of the fee will be made.

A commercial invoice must contain information on all goods included in the shipment. Pro-forma invoices may only be used for non-payable items such as gifts, returns or samples.

## 7.2 Special customs procedure

By separate written agreement, inward/outward processing, temporary admission, re-export and transit declarations can be issued.

## 8 Brexit

“Brexit” means the United Kingdom or any part of it ceasing to be part of the European Customs Union and/or the European Union single market, which will occur 31 December 2020. Brexit is likely to lead to the establishment of trade and regulatory barriers between parts of the United Kingdom and between the United Kingdom and the European Union and may have significant effects on transport services including to and from Ireland.

In anticipation, upon and after the event of Brexit DHL a) reserves the right to modify all or part of its transport services to, from or via the United Kingdom, to change its working procedures and the agreed rates, to charge surcharges or otherwise to take measures to adjust its business operations and obligations towards customer to the then prevailing circumstances as a result of Brexit b) is entitled to terminate either the agreement or the transport services into and from the United Kingdom or Ireland only by giving five days’ notice. DHL shall be relieved of any liability under any contract for services to and from the United Kingdom or Ireland if, and to the extent that, such liability is caused by the consequences of Brexit.

## 9 DHL Euroconnect Plus

DHL Euroconnect Plus is a pricing option of DHL Freight Euroconnect for export shipments from Sweden with a chargeable weight of less than 1000 kg.

DHL Euroconnect Plus is subject to the same conditions as DHL Freight Euroconnect except as stated below.

### 9.1 Dimensions, weight and volume

#### Package

Dimensions & weight	Min	Max
Length	15 cm	290 cm
Width	11 cm	120 cm
Height	3 cm	220 cm
Gross weight	1 kg	800 kg

#### Shipment

Dimensions, weight & volume	Country	Max
Volume	All	4 m <sup>3</sup>
Gross weight	All	1000 kg

### 9.2 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

The volumetric weight is calculated according to 1 cubic meter = 250 kg.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods shall be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

# DHL Freight Eurapid

## 1 Product description

DHL Freight Eurapid is an international premium transport service intended for cross-border business-to-business (B2B) transport within Europe for shipments up to 2499kg chargeable weight.

Geographical coverage according to the DHL lead time calculator, see [www.dhl.se/freight](http://www.dhl.se/freight).

## 2 Dimensions, weight and volume

Package

Dimensions & weight	Min	Max
Length	15 cm	240 cm
Width	15 cm	120 cm
Height	15 cm	220 cm
Gross weight		1000 kg

Shipment

Dimensions, weight & volume	Country	Max
Volume	All countries	7.575 m <sup>3</sup>
Load meters	All countries	1.24 ldm
Gross weight		2 500 kg

For shipments/packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If DHL deems that the goods can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the goods cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Bookings

The latest time for booking (stop time) of export shipments with desired same day pick-up varies geographically and seasonally.

The latest time for booking (stop time) of an import shipment is 14.00 on the weekday before the desired collection day.

The Customer shall indicate in the shipment information the delivery conditions according to Incoterms 2020. Costs arising from incorrectly stated delivery conditions will be charged to the Customer

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

A shipment with a single package with an actual weight exceeding 30 kg and/or a shipment with more than 10 packages must be loaded and fixed on a EUR pallet or equivalent.

If an individual package weighs more than 750 kg or if the nature of the goods means that loading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-999 kg	20 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

Delivery is made to the specified delivery address. The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

Unloading takes place on the designated unloading area/unloading bay or ground level at the side of the vehicle.

If an individual package weighs more than 750 kg or if the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

0-999 kg	20 min
1 000- 2499 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

### 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the goods are taken back and the consignee is notified that the goods are available for collection at DHL's terminal or agreement on a new delivery.

The fee Delivery Obstacles and freight tariff for any new delivery will be charged to the Customer.

If a new delivery cannot be made or if the shipment is not collected, it will be returned to the consignor at the Customer's expense, but not earlier than after 5 days. Shipments that the consignee refuses to accept can be returned immediately.

Return freight and the fee Change of Transport Instruction will be charged to the Customer.

In the case of delivery to an alternative consignee, the Customer will be charged a new freight tariff according to the current contract and the fee Change of Transport Instruction.



## 5.2 Shipment to a private individual

DHL Freight Eurapid is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, DHL reserves the right to

- reject the assignments.
- carry out the transport and charge the fee Delivery to private individual and the value added service Pre-Advice.
- return the shipment to the consignor in case the assignment has started, in which case the Customer will be charged for the freight tariff and other associated costs.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

The volumetric weight is calculated according to one of the calculation rules in point 6.1 below.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods and any loading accessories (e.g. pallet) should be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

### 6.1 Calculation rules for volumetric weight

The nature and dimensions of the goods determine which volumetric weight calculation rule is applied. DHL decides which calculation rule to apply in each case.

#### 6.1.1 Cubic meters (m<sup>3</sup>)

For goods with a maximum height of 1.25 meters, the volumetric weight is calculated according to 1 cubic meter = 330 kg provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods loaded on pallets, this means that the pallet must have a flat top and be stackable. Stackable means that the pallet is capable of supporting an equivalent pallet of at least the same weight during transport.

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

#### 6.1.2 Load meter (LDM)

For goods where cubic meter calculation cannot be applied, the volumetric weight is calculated according to 1 load meter = 2000 kg.

The load meter is equal to the length of the goods (m) x the width of the goods (m) / 2.4 meters. This means, for example, that a EUR pallet measuring 1.2 x 0.8 meters is equal to 0.4 load meters (1.2x0.8/2.4=0.4).

If the dimensions of the goods mean that a certain area of the load carrier cannot be used for other goods, this area is included in the load meter calculation of the shipment.

The term of pallet place (PPL) is equal to 0.4 load meter (LDM).

Loading meters are rounded up to 2 decimal places.

## 7 Customs

Shipments sent to, from or via third countries and to, from or via other territories outside the fiscal territory of the EU must be declared in accordance with applicable legislation. Unless otherwise agreed, DHL provides the necessary customs services. Customs services are charged according to the current price list.

It is the Customer's responsibility to ensure that DHL receives the necessary and correct information/documentation to perform the customs services.

It is also the Customer's responsibility to ensure that a Customs Power of Attorney is issued. DHL always acts as a Direct Customs Representative.

The Import Clearance service can be combined with DHL advancing or using its customs credit for paying customs duties, taxes and other charges if the Customer does not have its own customs credit. In cases where DHL has used its customs credit/advanced duties, taxes or other charges, a separate invoice will be issued for this, including the Customs Guarantee Fee (*Sw. Betalningsförmedling*). Payment terms are 10 days.

Own customs clearance (by the Customer itself or by another customs broker than DHL) requires special agreement.

### 7.1 Customs documentation

Correct and complete customs documents (e.g. commercial invoice, permits, licences, Export Accompanying Document (EAD)) should be sent to DHL digitally as a single document per shipment at the time of booking (via email or as an attachment to the booking). Where the CMR is required as a supporting document, it should be part of the overall documentation. In case of requests and reminders for missing or incomplete/incorrect documents, the fee Incorrect Documents will be charged. If a further reminder is required, an additional charge of the fee will be made.

A commercial invoice must contain information on all goods included in the shipment. Pro-forma invoices may only be used for non-payable items such as gifts, returns or samples.

### 7.2 Special customs procedure

By separate written agreement, inward/outward processing, temporary admission, re-export and transit declarations can be issued.

## 8 Brexit

"Brexit" means the United Kingdom or any part of it ceasing to be part of the European Customs Union and/or the European Union single market, which will occur 31 December 2020. Brexit is likely to lead to the establishment of trade and regulatory barriers between parts of the United Kingdom and between the United Kingdom and the European Union and may have significant effects on transport services including to and from Ireland.

In anticipation, upon and after the event of Brexit DHL a) reserves the right to modify all or part of its transport services to, from or via the United Kingdom, to change its working procedures and the agreed rates, to charge surcharges or otherwise to take measures to adjust its business operations and obligations towards customer to the then prevailing circumstances as a result of Brexit b) is entitled to terminate either the agreement or the transport services into and from the United Kingdom or Ireland only by giving five days' notice. DHL shall be relieved of any liability under any contract for services to and from the United Kingdom or Ireland if, and to the extent that, such liability is caused by the consequences of Brexit.

# DHL Freight Euroline

## 1 Product description

DHL Freight Euroline is an international transport service intended for cross-border business-to-business (B2B) transport within Europe for shipments from 2500 kg chargeable weight.

For geographical coverage contact DHL Customer Service.

## 2 Dimensions, weight and volume

Shipment

Dimensions & weight	Min	Max
Length	-	1 360 cm
Width	-	240 cm
Height	-	265 cm
Gross weight	-	See below
Volume	-	84.864 m <sup>3</sup>
Load meters	-	13.6 ldm

The maximum weight per package/shipment is limited by the load capacity of the transport vehicle and the bearing capacity of the road.

Special agreement is required if packages/shipments:

- cannot be handled by a forklift truck
- results in a concentrated load on the vehicle
- deviates from the above maximum limits
- otherwise does not fulfil DHL's product terms and conditions
- have a length of more than 600 cm

## 3 Bookings

Bookings for transport must be made no later than 14.00 on the weekday before the desired loading day (stop time). Geographical and seasonal variations occur.

The Customer shall indicate in the transport instruction the delivery conditions according to Incoterms 2020. Costs arising from incorrectly stated delivery conditions will be charged to the Customer.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

If an individual package weighs more than 750 kg or if the nature of the goods means that loading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

2 500 - 4 999 kg	30 min
5 000 - 9 999 kg	40 min
10 000 - 20 999 kg	50 min
21 000 - kg	60 min

If the time limits are exceeded, the Fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the Fee Booking Deviation will be charged.

## 5 Delivery

Delivery is made to the specified delivery address. The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

Unloading takes place on the designated unloading area/unloading bay or ground level at the side of the vehicle.

If an individual package weighs more than 750 kg or if the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

2 500- 2499 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

### 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the goods are taken back and the consignee is notified that the goods are available for collection at DHL's terminal or agreement on a new delivery.

The fee Delivery Obstacles and freight tariff for any new delivery will be charged to the Customer.

If a new delivery cannot be made or if the shipment is not collected, it will be returned to the consignor at the Customer's expense. Shipments that the consignee refuses to accept can be returned immediately. Return freight and the fee Change of Transport Instruction will be charged to the Customer.

In the case of delivery to an alternative consignee, the Customer will be charged a new freight tariff and the fee Change of Transport Instruction.



## 5.2 Shipment to a private individual

DHL Freight Euroline is intended for delivery to businesses.

For shipments that are nevertheless addressed to a private individual, DHL reserves the right to

- reject the assignments.
- carry out the transport and charge the fee Delivery to private individual and the value added service Pre-Advice.
- return the shipment to the consignor in case the assignment has started, in which case the Customer will be charged for the freight tariff and other associated costs.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg. The minimum chargeable weight per shipment is 2500 kg.

The volumetric weight is calculated according to one of the calculation rules in point 6.1 below.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods and any loading accessories (e.g. pallet) should be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

Breakpoint calculation applies as follow. If the freight price is lower in a higher weight class, the shipment is priced at the lowest possible weight in the higher weight class. Breakpoint calculation does not apply between different pricing alternatives or different products. Examples of pricing alternatives are price per shipment, price per 100 kg or price per pallet.

### 6.1 Calculation rules for volumetric weight

The nature and dimensions of the goods determine which volumetric weight calculation rule is applied. DHL decides which calculation rule to apply in each case.

#### 6.1.1 Cubic meters (m<sup>3</sup>)

For packages with a maximum height of 1.25 meters, the volumetric weight is calculated according to 1 cubic meter = tare factor (kg/m<sup>3</sup>) below, provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods with a maximum height of 1.25 meters, the volumetric weight is calculated on the basis of 1 cubic meter = conversion factors below, provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods loaded on pallets, this means that the pallet must have a flat top and be stackable. Stackable means that the pallet is capable of supporting an equivalent pallet of at least the same weight during transport.

Conversion factors volume:

- Nordics 350 kg/m<sup>3</sup>
- Great Britain/Ireland 360 kg/m<sup>3</sup>
- Other countries 333 kg/m<sup>3</sup>

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

#### 6.1.2 Load meter (LDM)

For goods where cubic meter calculation cannot be applied, the volumetric weight is calculated according to 1 load meter = conversion factor below.

The load meter is equal to the length of the goods (m) x the width of the goods (m) / 2.4 meters. This means, for example, that a EUR pallet measuring 1.2 x 0.8 meters is equal to 0.4 load meters (1.2x0.8/2.4=0.4).

If the dimensions of the goods mean that a certain area of the load carrier cannot be used for other goods, this area is included in the load meter calculation of the shipment.

The term pallet place (PPL) is equal to 0.4 load meter (LDM).

Conversion factors load meter:

- Nordics 2000 kg/load meter
- Great Britain/Ireland 2000 kg/load meter
- Other countries 1850 kg/load meter

Load meters are rounded up to 2 decimal places.

#### 6.1.3 Long goods calculation

For a shipment containing one or more packages with a length from 3.0 m up to 13.6 m regardless of the weight, the volumetric weight for such a package is calculated according to the tables below. Other packages in the same shipment are calculated individually according to price calculation rules for cubic meters (m<sup>3</sup>) and load meters (LDM) and then added to the long goods to give a total chargeable shipment weight.

##### NORTH/GREAT BRITAIN/IRELAND

Width of package	Volumetric weight per meter
1-40 cm	417 kg
41-80 cm	667 kg
81-120 cm	1 000 kg
121-160 cm	1 333 kg
161-240 cm	2 000 kg

##### OTHER EUROPE

Width of package	Volumetric weight per meter
1-40 cm	385 kg
41-80 cm	617 kg
81-120 cm	925 kg
121-160 cm	1 233 kg
161-240 cm	1 850 kg

If a package of more than 3.0 meters with missing information of the width, it is assumed that the chargeable weight of that package is at least 2500 kg.

Example: The volumetric weight of a package to Germany that is 5 meters long and 50 cm wide is calculated as follows: 5 m x 617 kg/m = 3 085 kg.

## 7 Customs

Shipments sent to, from or via third countries and to, from or via other territories outside the fiscal territory of the EU must be declared in accordance with applicable legislation. Unless otherwise agreed, DHL provides the necessary customs services. Customs services are charged according to the current price list.

It is the Customer's responsibility to ensure that DHL receives the necessary and correct information/documentation to perform the customs services.

It is also the Customer's responsibility to ensure that a Customs Power of Attorney is issued. DHL always acts as a Direct Customs Representative.

The Import Clearance service can be combined with DHL advancing or using its customs credit for paying customs duties, taxes and other charges if the Customer does not have its own customs credit. In cases where DHL has used its customs credit/advanced duties, taxes or other charges, a separate invoice will be issued for this, including the Customs Guarantee Fee (Sw. Betalningsförmedling). Payment terms are 10 days.

Own customs clearance (by the Customer itself or by another customs broker than DHL) requires special agreement.

### 7.1 Customs documentation

Correct and complete customs documents (e.g. commercial invoice, permits, licences, Export Accompanying Document (EAD)) should be sent to DHL digitally as a single document per shipment at the time of booking (via email or as an attachment to the booking). Where the CMR is required as a supporting document, it should be part of the overall documentation. In case of requests and reminders for missing or incomplete/incorrect documents, the fee Incorrect Documents will be charged. If a further reminder is required, an additional charge of the fee will be made.

A commercial invoice must contain information on all goods included in the shipment. Pro-forma invoices may only be used for non-payable items such as gifts, returns or samples.

### 7.2 Special customs procedure

By separate written agreement, inward/outward processing, temporary admission, re-export and transit declarations can be issued.

## 8 Brexit

"Brexit" means the United Kingdom or any part of it ceasing to be part of the European Customs Union and/or the European Union single market, which will occur 31 December 2020. Brexit is likely to lead to the establishment of trade and regulatory barriers between parts of the United Kingdom and between the United Kingdom and the European Union and may have significant effects on transport services including to and from Ireland.

In anticipation, upon and after the event of Brexit DHL a) reserves the right to modify all or part of its transport services to, from or via the United Kingdom, to change its working procedures and the agreed rates, to charge surcharges or otherwise to take measures to adjust its business operations and obligations towards customer to the then prevailing circumstances as a result of Brexit b) is entitled to terminate either the agreement or the transport services into and from the United Kingdom or Ireland only by giving five days' notice. DHL shall be relieved of any liability under any contract for services to and from the United Kingdom or Ireland if, and to the extent that, such liability is caused by the consequences of Brexit.

# DHL Freight Home Delivery International

## 1 Product description

DHL Freight Home Delivery International is an international transport service intended for cross-border business-to-consumer (B2C) transport within Europe for shipments up to 2499kg chargeable weight.

Geographical coverage according to the DHL lead time calculator, see [www.dhl.se/freight](http://www.dhl.se/freight).

### 1.1 Prohibited goods

In addition to what is stated in the general section, the following goods are also prohibited:

- Alcoholic beverages
- Goods requiring cooling or heating in addition to normal transport handling

## 2 Dimensions, weight and volume

Package

Dimensions & weight	Min	Max
Length	15 cm	299 cm
Width	11 cm	240 cm
Height	3 cm	220 cm
Gross weight	1 kg	1000 kg

Shipment

Dimensions, weight & volume	Country	Max
Volume	DK/FI/NO	7.14 m3
	GB/IE	6.94 m3
	other countries	7.50 m3
Load meters	DK/FI/NO	1.24 ldm
	GB/IE	1.24 ldm
	other countries	1.35 ldm
Gross weight		2499 kg

For shipments/packages that deviate from the above dimensions, weight or volume limitations or otherwise do not fulfil DHL's product conditions, the following applies.

- If DHL deems that the goods can be handled according to the booked product, the fee Outside Product Limitations will be charged.
- If DHL deems that the goods cannot be handled according to the booked product, DHL reserves the right to calculate the price according to another suitable product and charge the fee Incorrect Shipment Details.

## 3 Bookings

The latest time for booking (stop time) of export shipments with desired same day pick-up varies geographically and seasonally.

The latest time for booking (stop time) of an import shipment is 14.00 on the weekday before the desired collection day.

The Customer shall indicate in the shipment information the delivery conditions according to Incoterms 2020. Costs arising from incorrectly stated delivery conditions will be charged to the Customer.

## 4 Collection of goods

Pick-up of goods takes place on weekdays.

For pick-up, the goods must be available on the loading bay or on the ground level directly in connection to the vehicle.

A shipment with a single package with an actual weight exceeding 30 kg and/or a shipment with more than 10 packages must be loaded and fixed on a EUR pallet or equivalent.

If an individual package weighs more than 750 kg or if the nature of the goods means that loading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of loading. DHL can assist in providing the necessary loading equipment for a fee.

The following time limits apply as standard conditions for loading from the time the vehicle is made available to the consignor. The weight referred to below is the total weight of the goods loaded at the same time.

0-999 kg	20 min
1 000-4 999 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

If goods are completely missing at pick-up, the fee Booking Deviation will be charged.

## 5 Delivery

The recipient is notified by SMS, phone and/or email before delivery.

Delivery is made to the specified delivery address. The Customer is responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the consignee.

Unloading takes place on the designated unloading area/unloading bay or ground level at the side of the vehicle.

If an individual package weighs more than 750 kg or if the nature of the goods means that unloading cannot be carried out with a tail lift and pallet jack, the Customer is responsible for ensuring that the necessary equipment is available at the time of unloading. DHL can assist in providing the necessary unloading equipment for a fee.

The following time limits apply as standard conditions for unloading from the time the vehicle is made available to the consignee. The weight referred to below is the total weight of the goods unloaded at the same time.

0-999 kg	20 min
1 000- 2499 kg	30 min
5 000-9 999 kg	40 min
10 000-20 999 kg	50 min
21 000- kg	60 min

If the time limits are exceeded, the fee Waiting Time and Extra Loading- and Unloading Time will be charged.

## 5.1 Delivery Obstacles

In the event of an obstacle to deliver, the goods are taken back and the consignee is notified that the goods are available for collection at DHL's terminal or agreement on a new delivery.

The fee Delivery Obstacles and freight tariff for any new delivery will be charged to the Customer.

If a new delivery cannot be made or if the shipment is not collected, it will be returned to the consignor at the Customer's expense, but not earlier than after 5 days. Shipments that the consignee refuses to accept can be returned immediately.

Return freight and the fee Change of Transport Instruction will be charged to the Customer.

In the case of delivery to an alternative consignee, the Customer will be charged a new freight tariff according to the current contract and the fee Change of Transport Instruction.

## 6 Price calculation rules

The freight tariff is calculated on the chargeable weight of a shipment. For a shipment consisting of several packages, the chargeable weight of the shipment is the sum of the chargeable weight per package.

Chargeable weight is the greater of the actual weight of the goods and the volumetric weight. Chargeable weight per package is rounded up to the nearest whole kg.

The volumetric weight is calculated according to one of the calculation rules in point 6.1 below.

Actual weight (kg) is rounded up to one decimal place.

The packaging of the goods and any loading accessories (e.g. pallet) should be included both when weighing the actual weight of the goods and when calculating the volumetric weight of the goods.

### 6.1 Calculation rules for volumetric weight

The nature and dimensions of the goods determine which volumetric weight calculation rule is applied. DHL decides which calculation rule to apply in each case.

#### 6.1.1 Cubic meters (m<sup>3</sup>)

For goods with a maximum height of 1.25 meters, the volumetric weight is calculated on the basis of 1 cubic meter = conversion factors below, provided that the nature of the goods and packaging allows them to be effectively loaded/stowed on the carrier together with other goods.

For goods loaded on pallets, this means that the pallet must have a flat top and be stackable. Stackable means that the pallet is capable of supporting an equivalent pallet of at least the same weight during transport.

Conversion factors volume:

- Nordics 350 kg/m<sup>3</sup>
- Great Britain/Ireland 360 kg/m<sup>3</sup>
- Other countries 333 kg/m<sup>3</sup>

Volume (m<sup>3</sup>) is rounded up to 3 decimal places.

#### 6.1.2 Load meter (LDM)

For goods where cubic meter calculation cannot be applied, the volumetric weight is calculated according to 1 load meter = conversion factor below.

The load meter is equal to the length of the goods (m) x the width of the goods (m) / 2.4 meters. This means, for example, that a EUR pallet measuring 1.2 x 0.8 meters is equal to 0.4 load meters (1.2x0.8/2.4=0.4).

If the dimensions of the goods mean that a certain area of the load carrier cannot be used for other goods, this area is included in the load meter calculation of the shipment.

The term pallet place (PPL) is equal to 0.4 load meter (LDM).

Conversion factors load meter:

- Nordics 2000 kg/load meter
- Great Britain/Ireland 2000 kg/load meter
- Other countries 1850 kg/load meter

Load meters are rounded up to 2 decimal places.

## 7 Customs

Shipments sent to, from or via third countries and to, from or via other territories outside the fiscal territory of the EU must be declared in accordance with applicable legislation. Unless otherwise agreed, DHL provides the necessary customs services. Customs services are charged according to the current price list.

It is the Customer's responsibility to ensure that DHL receives the necessary and correct information/documentation to perform the customs services.

It is also the Customer's responsibility to ensure that a Customs Power of Attorney is issued. DHL always acts as a Direct Customs Representative.

The Import Clearance service can be combined with DHL advancing or using its customs credit for paying customs duties, taxes and other charges if the Customer does not have its own customs credit. In cases where DHL has used its customs credit/advanced duties, taxes or other charges, a separate invoice will be issued for this, including the Customs Guarantee Fee (Sw. Betalningsförmödling). Payment terms are 10 days.

Own customs clearance (by the Customer itself or by another customs broker than DHL) requires special agreement.

### 7.1 Customs documentation

Correct and complete customs documents (e.g. commercial invoice, permits, licences, Export Accompanying Document (EAD)) should be sent to DHL digitally as a compiled documentation per shipment at the time of booking (by e-mail or included in the transport instruction). Where the CMR is required as a supporting document, it should be part of the compiled documentation. In case of requests and reminders for missing or incomplete/incorrect documents, the fee Incorrect Documents will be charged. If a further reminder is required, an additional charge of the fee will be made.

A commercial invoice must contain information on all goods included in the shipment. Pro-forma invoices may only be used for non-payable items such as gifts, returns or samples.

## 7.2 Special customs procedure

By separate written agreement, inward/outward processing, temporary admission, re-export and transit declarations can be issued.

## 8 Brexit

“Brexit” means the United Kingdom or any part of it ceasing to be part of the European Customs Union and/or the European Union single market, which will occur 31 December 2020. Brexit is likely to lead to the establishment of trade and regulatory barriers between parts of the United Kingdom and between the United Kingdom and the European Union and may have significant effects on transport services including to and from Ireland.

In anticipation, upon and after the event of Brexit DHL a) reserves the right to modify all or part of its transport services to, from or via the United Kingdom, to change its working procedures and the agreed rates, to charge surcharges or otherwise to take measures to adjust its business operations and obligations towards customer to the then prevailing circumstances as a result of Brexit b) is entitled to terminate either the agreement or the transport services into and from the United Kingdom or Ireland only by giving five days' notice. DHL shall be relieved of any liability under any contract for services to and from the United Kingdom or Ireland if, and to the extent that, such liability is caused by the consequences of Brexit.

# VALUE ADDED SERVICES, SURCHARGES, FEES AND CUSTOMS SERVICES

## Value Added Services

Value Added Services (VAS) are services that can be selected before an assignment starts. It is also possible that DHL adds a VAS to a shipment after an assignment has started, e.g. if a VAS is mandatory but has not been booked before the assignment has started. Some VAS can also be selected by the consignee after the start of the assignment.

VAS related to loading and unloading cannot be carried out for transport to and from islands with no bridge connection (except Gotland) or where there is no navigable road.

Current VAS prices are available on [www.dhl.se/freight](http://www.dhl.se/freight). If the price of a VAS is based on weight, it is charged by chargeable weight unless otherwise stated. VAS can be invoiced separately and retrospectively.

Availability of VAS may vary geographically.

Value added services that include notification via SMS or contact via phone call within Sweden are limited to phone numbers from Sweden, Norway, Denmark and Finland.

### Third Party Paid Freight

*Paket, Pall, Stycke, Parti, Home Delivery, Service Point, Hemleverans Paket, Parcel Connect Parcel Connect Plus*

Invoicing to parties other than consignors or consignees. Requires that the paying party has a DHL customer number. If the designated freight payer does not fulfil the payment obligation, the Customer is obliged to pay at DHL's request.

*Cannot be combined with: Cash On Delivery (COD)*

### Collection at Terminal

*Paket, Pall, Stycke, Home Delivery, Hemleverans Paket*

Instead of delivering the shipment to the consignee, the shipment is collected at one of DHL's terminals. When booking, you specify which of DHL's terminals the shipment should be collected from. The consignee is notified by SMS and e-mail when and where the shipment is available for collection.

If the shipment is addressed to a company, delivery is made to a person who can state the shipment number for the current shipment and show valid identification.

If the shipment is addressed to a private individual, it will be delivered to the recipient or his/her agent after the recipient has proved his/her identity upon presentation of a valid identity document. If goods are handed over to an agent, the agent must present both his own identity document and that of the specified recipient. If the recipient has verified his/her identity via BankID, the agent must present the QR code received at identification. DHL disclaims all responsibility that a delivery with QR code is made to the correct recipient.

For information on which ID documents DHL accepts, please visit [www.dhlpaket.se/sv/privatkund/hamta-paket.html](http://www.dhlpaket.se/sv/privatkund/hamta-paket.html).

*Cannot be combined with: Priority Service (PRE 7, PRE 10, PRE 12), Carry-In Service, Driver Pre-Advice Delivery, Delivery Without Signature, Carry-In Service to Room of Choice, Packaging Removal, Evening Delivery, Installation, Removal of Replaced Goods, Delivery Without ID Control*

### Notification/Pre-Advice

Information to the consignee about the time of delivery. Notification may impact the lead time.

*Paket, Pall, Stycke, Home Delivery*

Notification is carried out via SMS and/or e-mail. The consignee is also offered the opportunity to collect the goods at the DHL terminal. In this case, the same delivery rules apply as for the VAS "Collection at Terminal".

*Cannot be combined with: Collection at Terminal, Collection at Terminal, Priority Service (PRE 7, PRE 10, PRE 12).*

*Parti*

Notification is carried out via phone.

*Euroconnect, Euroconnect Plus, Eurapid, Euroline*

Pre-Advice is carried out via SMS, email and/or phone.

*Cannot be combined with: Fixed Delivery Day (FDD)*

### Tail lift

*Parti*

Loading/unloading with a tail lift can be selected as a VAS for shipments where each individual package weighs a maximum of 800 kg actual weight and has a maximum package size of 2.4 x 1.1 x 2.2 m (LxWxH). Each individual package must also be manageable with pallet jacks.

*Cannot be combined with: Truck*

*Euroline*

Loading/unloading with tail lift can be selected as a VAS for shipments where each individual package weighs a maximum of 750 kg actual weight and has a maximum package size of 2.2 x 1.2 x 2.2 m (LxWxH). Each individual package must also be manageable with pallet jacks. The VAS requires confirmation from DHL that the service is available for the shipment.

### Book-In

*Euroconnect, Euroconnect Plus, Eurapid*

Delivery is made within a predetermined time window. The phone number and/or email address of the consignee must be provided when booking.

This VAS requires a special agreement.



Cannot be combined with: Fixed Delivery Day (FDD), Priority Service (PRE 10, PRE 12).

## Removal of Replaced Goods

### Home Delivery

Disposal of old products is a customised VAS for the delivery of white goods to private individuals who wish to replace an existing equivalent product at the same time.

The VAS must be combined with the VAS "Carry-In Service to Room of Choice" in order to be carried out. The goods must be prepared for removal, which means that the goods must be easily accessible and that any couplings or fastenings are removed.

A prerequisite for this VAS is that the weight/size of the goods can be handled by two people. The driver has the right to refuse removal if it is judged that there is a risk of damage to persons or property.

Cannot be combined with: Delivery Without Signature

## Notification by Letter

### Service Point

The consignee is notified via letter when the shipment is available for collection from the Parcel Shop. Shipments with this VAS cannot be delivered via Parcel Box.

## Truck

### Parti

Booking a truck for loading/unloading sites where there is limited access for vehicle combinations up to 25.25 m, for example due to local regulations, limited space at the loading/unloading site, etc.

Maximum 7.2 load meters per shipment.

Cannot be combined with: Tail lift

## Extra Manning

### Paket, Pall, Stycke, Parti

Extra manning can be ordered via Customer Service for loading/unloading, and when carrying individual packages exceeding 25 kg, or carrying packages which cannot be handled by the driver alone. Ordinary lead times do not apply.

## Additional Loading or Unloading Point

### Euroline

Collection from more than one collection address and/or delivery to more than one delivery address.

This VAS requires a special agreement.

## Fixed Delivery Day (FDD)

### Euroconnect, Euroconnect Plus

Delivery carried out on a predetermined day that falls after the regular delivery day according to a timetable, see [www.dhl.se/Freight](http://www.dhl.se/Freight). However, no later than five calendar days after the regular delivery date.

Cannot be combined with: Notification/Pre-Advice, Book-In, Dangerous Goods

## Transport Assignments During Weekends

### Parti

Transport assignments during weekends requires special agreement.

## Pick-up and Terminal Handling of PTL/FTL Shipments

### Parti

Collection of PTL/FTL shipments to original terminal requested by the Customer or collection of PTL/FTL shipments addressed to destination terminal. The VAS requires special agreement.

## Carry-In Service

### Paket

Extended delivery from the consignee's gate/door to another location on the consignee's premises. The VAS is valid for shipments containing packages with an actual weight of not more than 25 kg/package which can be handled by one person by carrying or using a hand truck without having to pass any stairs.

Cannot be combined with: Collection at Terminal, Delivery Without Receipt, Priority Service (PRE 7, PRE10, PRE12).

### Pall, Stycke

Extended delivery from the vehicle into a building, for example into an office, or directly to a shop in a shopping centre and is dropped off directly inside the consignee's door or gate.

The VAS is valid for shipments containing packages that can be handled by one person by carrying or using a hand truck without having to pass any stairs. For goods loaded on EUR pallets or similar, handling is always done using pallet jacks and therefore requires free access without passing any kind of stairs.

For shipments containing packages heavier than 25 kg actual weight or which, due to their size, cannot be handled by the driver alone, the goods must be loaded on a EUR pallet or equivalent. The same applies if the chargeable weight of the shipment exceeds 150 kg. The actual weight of goods loaded on a pallet must not exceed 800kg/pallet and assumes that the pallet can be handled by one person.

Cannot be combined with: Collection at Terminal, Delivery Without Receipt, Priority Service (PRE 7, PRE10, PRE12), Dangerous Goods.

## Carry-In Service to Room of Choice

### Home Delivery

Delivery to a designated place is valid for deliveries to private individuals who wish to have their goods delivered to one place per shipment in the home. A prerequisite is that the weight and size of the goods allow two people to handle the load. The maximum permitted actual weight for each part of the shipment is 70 kg. A shipment that cannot be carried in one piece is split if necessary. The shipment to be split for collection must be clearly labelled by the consignor with instructions and prepared for this. Each part of the shipment must be packed in robust product packaging. Product packaging is never opened.

The recipient is responsible for ensuring that obstacles are removed and that measures are taken to ensure damage-free delivery, such as protecting floors or removing doors. These measures must have been taken before delivery. Drivers do not take off their shoes when performing the VAS.

In cases where the weight or size of the goods, combined with the inaccessibility of the place of unloading, means that they cannot be handled safely without risk of damage to persons or property, the driver is entitled to refuse carriage to the designated place. The driver has the same right to refuse to perform the VAS if the duration service is estimated to exceed 20 minutes. A new location can then be suggested by the recipient. If agreement on such a location cannot be reached, the shipment will be returned and the Customer will be charged for the delivery attempt.

## Evening Delivery

### Home Delivery

Evening Delivery refers both to the delivery of shipments as well as pick-up of return shipments take place in evenings at 17 – 22.

The price is based on zones, see [www.mydhlfreight.com](http://www.mydhlfreight.com).

*Cannot be combined with: Collection at Terminal.*

## Loading/Unloading Outside Ordinary Working Hours

### Paket, Pall, Stycke, Parti, Euroline

Loading and unloading at times other than weekdays between 07:00 and 17:00. The VAS is carried out after special agreement has been reached with DHL.

## Delivery with ID control

### Hemleverans Paket

Delivery is made to the recipient or his/her agent after the recipient has proved his/her identity either via BankID or upon presentation of a valid identity document.

When delivering to an agent, the agent must present both his own identity document and that of the specified recipient. If the recipient has verified his/her identity via BankID, the agent must present the QR code received at identification. The above applies regardless of whether delivery is made to the recipient's address or shipment is collected at a terminal. DHL disclaims all responsibility that a delivery with QR code is made to the correct recipient.

## Delivery Without Signature

### Paket, Pall, Stycke, Parti, Home Delivery, Parcel Connect Plus

Delivery to the specified address without the recipient having to be present to sign for the delivery. DHL disclaims all liability for the goods after delivery. DHL may take a photo as confirmation.

The VAS can be booked by the Customer, as well as by the recipient of a DHL Home Delivery shipment if the recipient has verified his identity digitally.

For DHL Parcel Connect Plus, the VAS is only available for shipments to Denmark and Norway.

If the recipient, despite having requested the VAS, is still present at the time of delivery and refuses to accept the shipment, this will be dealt in accordance with the rules for the Delivery Obstacle fee.

*Cannot be combined with: Cargo Insurance, Carry-In Service, Thermo Cold, Thermo Warm (Frostless), Collection at Terminal, Dangerous Goods, Dangerous Goods in Limited Quantities, Removal of Replaced Goods, Packaging Removal.*

## Delivery without ID control

### Home Delivery

If the Customer wishes the delivery to take place without identification control, the VAS Delivery without ID control must be booked. The Customer is then responsible for ensuring that an authorised person signs for the goods at the specified delivery address. DHL has no obligation to check whether the person signing for the goods is authorised to receive the goods on behalf of the recipient.

*Cannot be combined with: Collection at Terminal.*

## Driver Pre-Advice Delivery

### Paket, Pall, Stycke, Parti, Home Delivery, Hemleverans Paket

The driver contacts the recipient on the specified phone number approximately 15-30 minutes before delivery. The phone number must be provided when booking the VAS. The consignee cannot change the delivery time or delivery address when communicating with the driver.

If the consignee does not answer the call, delivery to the specified delivery address will be attempted regardless. If the consignee is not at the specified delivery address at the time of delivery, the goods will be returned to the terminal and handled in accordance with the rules for the Delivery Obstacle fee.

The VAS is included in the freight tariff for the DHL Home Delivery and therefore does not need to be booked.

*Cannot be combined with: Collection at Terminal, Priority Service (PRE 7).*

## Delivery Tracking

### Paket, Pall, Stycke, Home Delivery, Service Point, Hemleverans Paket

Status messages of the shipment in DHL's transport network are sent to the specified e-mail address/mobile number. The information is based on DHL scanning points according to the choices made when booking the VAS.

*Cannot be combined with: Delivery Without Identity Check*

## Loading/Unloading Equipment

### Parti

The VAS is carried out after special agreement has been reached with DHL.

## Mega Trailer

### Euroline

A standard trailer can handle goods up to 2.65 meters in height. For goods above this height up to 2.99 meters, the VAS Mega Trailer can be booked. The VAS is carried out after special agreement has been reached with DHL.

## Consignee Paid Freight

### Paket, Pall, Stycke, Parti

DHL invoices the consignee instead of the consignor. The consignee must have a DHL customer number and this must be stated when booking the VAS.

## Pallet Transfer System (PÖS)

### Pall, Stycke, Parti

Pallet transactions between consignor and consignee are only allowed for transport assignments within Sweden and require a separate written agreement. The VAS requires that both the consignor and consignee are connected to the DHL Pallet Transfer System (PÖS). The cost for the VAS is always charged to the Customer.

When booking the VAS the number of EUR pallets, the consignor's pallet registration number and the consignee's pallet registration number must be stated.

Special Conditions for the Pallet Transfer System (PTS) apply, see [www.dhl.se/freight](http://www.dhl.se/freight).

## Hard Copy POD

A copy of the receiver's signature is sent to the Customer. Shipment number required. Digital signature is also available on [www.dhl.se/freight](http://www.dhl.se/freight).

## Personal Delivery

### *Service Point*

Delivery only to the recipient specified by the Customer. Delivery to a recipient agent is not allowed.

## Priority Service (PRE 7, PRE 10, PRE 12)

### *Paket, Pall, Stycke*

The shipment is delivered at the time shown below on the regular delivery day:

- PRE 7 at the latest. 07:30
- PRE 10 at the latest. 10:00
- PRE 12 at the latest. 12:00

See [www.dhl.se/freight](http://www.dhl.se/freight) for geographical coverage.

All packages in the shipment must be labelled with a special label for PRE 7, PRE 10 or PRE 12. The special label and shipping label are printed when booking the VAS via [www.mydhlfreight.com](http://www.mydhlfreight.com). The special label is also available on [www.dhl.se/freight](http://www.dhl.se/freight).

If the special label for Priority Service is missing, the shipment will be handled as a shipment without the VAS.

For shipments with the VAS PRE 7 and PRE 10, digital shipment information must be transferred to DHL on the day of collection before 16:00. For PRE 12, the digital shipment information must be transferred before 20:00.

In case of delayed delivery, DHL will reimburse the freight tariff and the VAS Priority Service after a complaint by the Customer.

*Cannot be combined with: Notification/Pre-Advice, Carry-In Service, Thermo Warm (Frostless), Collection at Terminal, Dangerous Goods, Driver Pre-Advice Delivery.*

### *Eurapid*

The shipment is delivered at the time shown below on the regular delivery day:

- PRE 10 at the latest. 10:00
- PRE 12 at the latest. 12:00

See [www.dhl.se/freight](http://www.dhl.se/freight) for lead times and geographical coverage.

*Cannot be combined with: Book-in, Dangerous Goods, Notification/Pre-Advice.*

## Send it Green

The VAS is an insetting solution, which means that a fossil-free transport work corresponding to the booked shipment is carried out with completely renewable fuel/technology, somewhere within DHL's transport network in Sweden. Customers who have booked the VAS can see their reduction in CO2 emissions in the monthly/quarterly emissions report.

The total outcome of Send it Green is verified and reported annually by an external neutral party. The report is published on DHL's website [www.dhl.com/freight](http://www.dhl.com/freight).

The VAS is included in the freight tariff for the DHL Parcel Connect product and therefore does not need to be booked.

## Terminal Services

### *Euroconnect, Euroconnect Plus*

Services in connection to terminal can be provided after special agreement with DHL.

## Scheduled Loading or Unloading

### *Parti, Euroline*

Shipment is loaded/unloaded on a specific day at the agreed time with a time window of +/-30 minutes or within the agreed time interval.

In case of Scheduled Loading/Unloading the desired date and time must be stated in the booking. The VAS is only valid after confirmation by DHL.

In case of delayed loading/unloading, DHL will refund the cost of the VAS after a complaint by the Customer.

If the VAS is booked for transport using combined transport mode, DHL is entitled to apply the subcontractor's liability provisions.

## Trailer Rent

### *Euroline*

Rental of empty trailers can be provided after special agreement with DHL.

## Freight Subsidy

The VAS is carried out after special agreement with DHL.

## Driver Pre-Advice Pick up

### *Paket, Pall, Stycke, Parti, Home Delivery*

The driver contacts the consignor on the specified phone number approximately 15-30 minutes before pick-up. The phone number must be provided when booking the VAS. The consignor cannot change the pick-up time or the pick-up address when communicating with the driver.

If the consignor does not answer the specified phone number, a pick-up attempt will be made at the specified address regardless.

## Carry-Out Service from Room of Choice

### *Home Delivery*

Carry-Out Service from Room of Choice is valid for returns from private individuals. The shipment is carried out from a chosen location in the home. A prerequisite is that the weight and size of the goods allow two people to handle the load. The maximum permitted actual weight for each part of the shipment is 70 kg.

The consignor is responsible for ensuring that obstacles are removed and that measures are taken to ensure damage-free pick-up, such as protecting floors or removing doors. These measures must have been taken before pick-up. Drivers do not take off their shoes when performing the VAS.

In cases where the weight or size of the goods, combined with the inaccessibility of the place of pick-up, means that they cannot be handled safely without risk of damage to persons or property, the driver is entitled to refuse carrying from the chosen place. The driver has the same right to refuse to perform the VAS if the duration service is estimated to exceed 20 minutes. The Customer will then also be charged for the pick-up attempt.

The shipment must be packaged for transport in accordance with the applicable packaging instructions and be provided with the required shipment label at the time of collection. The price of the VAS is based on the chargeable weight of the shipment.

## Cash On Delivery (COD)

### *Service Point*

DHL's parcel shops collect payment for the goods (max. SEK 10,000) in connection with delivery and then transfers the amount to the Customer. Cash and in some cases payment cards (MasterCard, VISA) are accepted. Cash cannot be used as payment in parcel shops located at a DHL terminal. Normally, the Customer receives the amount within five working days from the date of collection. The Customer is liable for DHL's costs resulting from confiscation, refusal to accept goods, insolvency or the recipient's refusal to pay.

The amount, giro type, account number and reference must be stated when booking the VAS.

COD shipments cannot be delivered via Parcel Box.

## Cargo Insurance

The VAS covers goods insurance for values up to SEK 3 million. The premium is based on the value of the goods. No deductible.

Goods insurance for goods values exceeding SEK 3 million is subject to a special written agreement with DHL.

Goods insurance does not cover certain types of goods such as: cars, boats, unpacked goods, second-hand machinery, tiles, marble, second-hand property, returned goods, etc.

The insurance does not cover indirect damage or loss, nor loss or damage caused by delays.

For further information see the Goods Insurance document at [www.dhl.se/freight](http://www.dhl.se/freight).

*Cannot be combined with: Delivery Without Signature.*

### *Parcel Connect*

Valid for goods values up to €25,000.

## Packaging Removal

### *Home Delivery*

Packaging Removal includes unpacking and recovery of transport packaging such as plastic, cable ties, corrugated cardboard, pallets and the like. The recovered material is then recycled. Product packaging is not taken back.

*Cannot be combined with: Delivery Without Signature.*

# Surcharges

Surcharges are mandatory surcharges to the freight tariff depending on the content of the shipment, place of dispatch and destination, etc.

Current tariffs for surcharges are available on [www.dhl.se/freight](http://www.dhl.se/freight)

In cases where the price of a surcharge is weight-based, it will be charged by chargeable weight unless otherwise stated. Surcharges can be charged separately and retrospectively.

Surcharges	Products														Description
	Paket	Pal	Stycke	Parti	Home Delivery	Service Point	Hemleverans Paket	Parcel Connect	Parcel Connect Plus	Euroconnect	Euroconnect Plus	Eurapid	Euroline	Home Delivery International	
<b>Second Pick Up Attempt</b>	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	-	Yes	Surcharge for additional pick-up attempts.
<b>Notification Home Delivery</b>	-	-	-	-	Yes	-	-	-	-	-	-	-	-	-	Surcharge for mandatory notification carried out via SMS and email.
<b>Fuel Surcharge</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Fuel Surcharge is applied to all shipments. Adjusted regularly and published on <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .
<b>Emission Trading System (ETS)</b>	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Surcharge due to environmental requirements and ferry transport costs. Adjusted regularly and published on <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .
<b>Dangerous Goods</b>	-	Yes	Yes	Yes	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Surcharge per shipment containing dangerous goods. In addition to the surcharge for Dangerous Goods, there is also an IMDG CODE surcharge for the ferry route to/from Gotland. The IMDG CODE surcharge varies over time. For current prices please contact DHL Customer Service. In cases where special measures or facilities are required for transport, additional charges may apply.
<b>Dangerous Goods in Limited Quantities</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes***	Yes*	Yes*	Yes**	Yes**	Yes**	Yes**	Yes**	Surcharge per shipment containing dangerous goods in limited quantities. Does not apply to shipments where the consignor is a private individual. *) Only allowed to certain countries according to the current price list for value added services, surcharges, fees and customs services **) Booked as Dangerous Goods ***) Must be combined with the value added service Delivery with ID control
<b>Finnish Harbour Fee (Finnish Goods Fee)</b>	-	-	-	-	-	-	-	-	-	Yes	-	Yes	Yes	Yes	Surcharge for shipment to Finland via Finnish harbour.
<b>Gotland Surcharge</b>	-	Yes	Yes	Yes	Yes	-	-	-	-	-	-	-	-	-	For transport to and from Gotland. Percentage surcharge on the freight tariff including any Thermo and/or Capacity Surcharges.
<b>Capacity Surcharge</b>	-	-	-	Yes	-	-	-	-	-	-	-	-	-	-	Percentage surcharge on the freight tariff.
	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Surcharge in SEK/kg with minimum charge. The surcharge varies depending on the country and direction.
<b>Additional Parcel Surcharge</b>	Yes	-	-	-	-	-	-	-	Yes	-	-	-	-	-	Surcharge for multi-piece shipment, from the 6th package onwards.
	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	-	Yes	Surcharge for multi-piece shipment, from the 11th package onwards.
<b>MARPOL (Sulphur Directive)</b>	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Surcharge due to environmental requirements and ferry transport costs. Adjusted regularly and published on <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .
<b>Mobility Package Surcharge</b>	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Surcharge to adapt to the EU Mobility Package. Adjusted regularly and published on <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .



Surcharges continued

Surcharges	Products														Description
	Paket	Pall	Stycke	Parti	Home Delivery	Service Point	Hemleverans Paket	Parcel Connect	Parcel Connect Plus	Euroconnect	Euroconnect Plus	Eurapid	Euroline	Home Delivery International	
<b>Remote Area Surcharge</b>	Yes	Yes	Yes	Yes	Yes	-	-	-	Yes	-	-	-	-	-	Surcharge for transport to consignees with a delivery address in certain zip codes. Up-to-date lists of affected zip codes per country are available at <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .
<b>Return Surcharge</b>	-	-	-	-	Yes	-	-	-	-	-	-	-	-	-	Surcharge for return shipments from private consignees to the original consignor
<b>Bulky</b>	-	-	-	-	-	Yes	Yes	-	-	-	-	-	-	-	Surcharge for packages with length from 120 to 150 cm.
	-	-	-	-	-	-	-	Yes	-	-	-	-	-	-	Surcharge for packages where any of the dimensions exceed 120x60x60 cm (LxWxH).
<b>City Surcharge</b>	Yes	Yes	Yes	Yes	Yes	-	-	-	-	Yes	-	Yes	Yes	Yes	Surcharge for transport to consignees in the Stockholm area (zip codes 10-19) and in the Gothenburg area (zip codes 40-44). The current list of zip codes covered is available at <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .
<b>Seasonal Surcharge</b>	-	-	-	Yes	-	-	-	-	-	-	-	-	-	-	Percentage surcharge on the freight tariff charged in April, May, June, September, October and November.
	-	-	-	-	-	Yes	Yes	-	-	-	-	-	-	-	Surcharge per shipment charged in November, December and January. See <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> for exact dates.
<b>Temperature-controlled transport - Thermo Cold</b>	-	-	-	Yes	-	-	-	-	-	-	-	-	-	-	In Thermo Cold, the temperature during the transport chain is in the range of +2 to +8 degrees C. Other temperature range after special written agreement (but not more than +15 degrees). In these cases, the desired temperature range should be clearly stated when booking. Thermo Cold is carried out after special written agreement.
	-	-	-	-	-	-	-	-	-	-	-	-	Yes	-	Thermo Cold is carried out after special written agreement
<b>Temperature controlled transport - Thermo Warm (Frostless)</b>	-	Yes	Yes	Yes	-	-	-	-	-	-	-	-	-	-	Thermo Warm means that the goods are transported frost-free (at least +1 degree C). The Consignor is responsible for ensuring that the goods are at the temperature at which they should be transported when handed over to DHL. Deviations from normal transport time may occur. Temperature-controlled transport must always be specified when booking. For customers without a special written agreement, booking via DHL Customer Service is required.
	-	-	-	-	-	-	-	-	-	-	-	-	Yes	-	Thermo Warm is carried out after special written agreement.
<b>Traffic Disturbance Surcharge</b>	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Surcharge per shipment. See <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .
<b>Congestion Charge London</b>	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Surcharge for transport to/from or via London, zip codes EC1-EC4, WC1-WC2, W1, SW1, SE1-SE 11.
<b>UK Harbour Tax</b>	-	-	-	-	-	-	-	-	-	Yes	-	Yes	Yes	Yes	Surcharge for shipment passing through a port in the UK.
<b>Currency Surcharge (VLT)</b>	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Surcharge applied to all shipments. Adjusted regularly and published on <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .
<b>Road Tax</b>	-	-	-	-	-	-	-	-	-	Yes	-	Yes	Yes	Yes	Additional road and transit taxes depending on the route and destination country. See <a href="http://www.dhl.se/freight">www.dhl.se/freight</a> .

# Fees

Current tariffs for fees are available on [www.dhl.se/freight](http://www.dhl.se/freight)

In cases where the price of a fee is weight-based, it will be charged by chargeable weight unless otherwise stated. Fees can be charged separately and retrospectively.

Fees	Products															Description
	Paket	Pal	Stycke	Parti	Home Delivery	Service Point	Hemleverans Paket	Parcel Connect	Parcel Connect Plus	Euroconnect	Euroconnect Plus	Eurapid	Euroline	Home Delivery International		
<b>Booking deviation</b>	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	-	-	-	-	-	Charged in cases where goods are completely missing at the time of pick-up (so-called "Bomkörning").	
	-	-	-	Yes	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	If the actual volume of goods does not match the booked volume, DHL reserves the right to charge according to the booked volume. Cancellation of a transport assignment after the booking cut-off time specified by DHL shall be considered a Booking Deviation.	
<b>Incorrect ADR Documentation</b>	-	-	-	-	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	Fee for incorrect/incomplete documents related to dangerous goods.	
<b>Non Conveyable Goods</b>	Yes	-	-	-	-	Yes	Yes	Yes	Yes	-	-	-	-	-	Fee for shipments containing packages that do not fulfil DHL packaging instructions for conveyable goods.	
<b>Unclaimed Goods</b>	-	-	-	-	-	Yes	-	-	-	-	-	-	-	-	Charged if the recipient has not collected their parcel within 7 days.	
	-	-	-	-	-	-	-	Yes	-	-	-	-	-	-	Charged in cases where the recipient has not collected their parcel within the maximum local storage time or if home delivery could not be carried out.	
<b>Invoicing Fee</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	By default, invoices are sent digitally. Paper invoices are subject to a fee.	
<b>Incorrect Shipment Details</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	In case of incorrect and/or missing mandatory transport instructions (e.g. wrong or missing physical delivery address (not box address), unbooked Notification in case of shipment to private individual, missing shipment label).	
<b>Incorrect Shipment Label</b>	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	-	-	-	-	-	In case of incorrect shipment label (e.g. completion/change of mandatory data, illegible barcode).	
<b>Terminal Rent</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	For shipments that remain at the terminal after notification, for example because the consignee delays the delivery or Collection at Terminal, DHL charges the fee from working day 4 after notification.	
<b>Delivery to Private Individual</b>	Yes	Yes	Yes	Yes	-	-	-	-	-	Yes	Yes	Yes	Yes	-	Delivery to private consignees.	
<b>Delivery Obstacles</b>	Yes	Yes	Yes	Yes	Yes	-	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	In the event of an obstacle to deliver	
<b>Manual Shipment Data Entry</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	If the shipment information is not transmitted digitally (e.g. via myDHLFreight), the fee is charged for manual registration.	
<b>New Delivery</b>	Yes	Yes	Yes	-	Yes	-	-	-	-	-	-	-	-	-	After taken back the goods in connection with a delivery obstacle, a new delivery can be made for a fee.	
	-	-	-	Yes	-	-	-	-	-	-	-	-	-	-	The cost of a new delivery is charged to the Customer in SEK/tonne provided that the distance between the terminal and the consignee does not exceed 70 km. In cases where the distance exceeds 70 km, the freight tariff will be charged by separate agreement. Fuel Surcharge, City Surcharge and Remote Area Surcharges will be added to the freight tariff.	



Fees continued

Fees	Products														Description
	Paket	Pal	Stycke	Parti	Home Delivery	Service Point	Hemleverans Paket	Parcel Connect	Parcel Connect Plus	Euroconnect	Euroconnect Plus	Eurapid	Euroline	Home Delivery International	
<b>Outside Product Limitations</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes*	Yes	Yes	Yes	Yes	Yes	For shipment containing package deviating from product defined min/max dimensions and/or weights. *) Depending on the size of the deviation, the fee can be charged up to three times the basic fee.
<b>Waiting Time and Extra Loading- and Unloading Time</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	When exceeding defined loading and unloading time limits for each product, an additional fee will be charged.
<b>Change of Transport Instruction</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Fee for changes to the transport instructions requested by the Customer and in cases where the shipment is returned to the original consignor because the assignment could not be fulfilled.



# Customer Service

The current tariffs for customs services are available on [www.dhl.se/freight](http://www.dhl.se/freight)

## Parcel Connect, Parcel Connect Plus

Customs Services and Customs-Related Fees		Products		Description
		Parcel Connect	Parcel Connect Plus	
<b>CUSTOMS CLEARANCE</b>	Customs Clearance - Standard	Yes	Yes	The Customer provides the necessary and complete customs data in the shipment information.
	Customs Clearance - Full Service	Yes	Yes	DHL registers customs-specific data based on submitted invoice documentation
<b>OTHER</b>	Consolidated Customs Clearance	Yes	Yes	Requires special written agreement
	Return Administration Fee	Yes	Yes	Charged for return shipment from a country subject to customs duties.
<b>OTHER</b>	Consolidated Customs Clearance	Yes	Yes	Requires special written agreement
	Incorrect Customs Details	Yes	Yes	Charged for incorrect or missing customs documents.

Customer Service continued

**Euroconnect, Euroconnect Plus, Eurapid, Euroline, Home Delivery International**

Customs Services and Customs-Related Fees		Products					Description
		Euro-connect	Euro-connect Plus	Eurapid	Euroline	Home Delivery International	
<b>CUSTOMS HANDLING</b> Export from Sweden	Export declaration	Yes	-	Yes	Yes	Yes	Complete export declaration, including two customs items.
	Import/Export forwarding 3rd country	Yes	Yes	Yes	Yes	Yes	Administration of customs information, keeping a logbook and reporting to the Swedish Customs of dutiable shipments.
	Import Declaration abroad	Yes	Yes	Yes	Yes	Yes	For terms of delivery 0022/0024/0025 DDP.
<b>CUSTOMS HANDLING</b> Import to Sweden	Export Declaration Abroad	Yes	-	Yes	Yes	Yes	For terms of delivery 001/EXW
	Import/Export Forwarding 3rd Country	Yes	-	Yes	Yes	Yes	Administration of customs information, keeping a logbook and reporting to the Swedish Customs of dutiable shipments.
	Import Declaration	Yes	-	Yes	Yes	Yes	Complete Import Declaration, including two customs items.
	Step 1 Declaration	Yes	-	Yes	Yes	Yes	Simplified declaration, i.e. Step 1 declaration. To be completed afterwards by the Customer itself or by his authorised representative.
<b>CUSTOMS HANDLING</b> Own customs clearance	Export Clearance	-	-	-	-	-	Clearance and administration of customs-ID provided by another operator.
	Import Clearance	-	-	-	-	-	Clearance and administration of customs-ID provided by another operator.
	Import/Export Forwarding 3rd Country	Yes	Yes*	Yes	Yes	Yes	Administration of customs information, keeping a logbook and reporting to the Swedish Customs of dutiable shipments. *) Not Great Britain
<b>OTHER</b>	Consolidated Customs Clearance	Yes	-	Yes	Yes	Yes	Requires special written agreement
	Additional Customs Item	Yes	Yes	Yes	Yes	Yes	Charge for additional customs item (beyond two items).
	Customs Guarantee Fee (Sw. Betalningsförmedling)	Yes	Yes	Yes	Yes	Yes	Percentage fee based on amounts paid by DHL in the form of Customs duties and any other customs charges
	Start of Transit Document	Yes	Yes	Yes	Yes	Yes	Start-up of transit and monitoring of closure. Requires special written agreement.
	End of Transit or Carnet Document	Yes	Yes	Yes	Yes	Yes	Requires special written agreement.
	Permission and authorization matters, e.g. Temporary Import, passive processing	Yes	Yes	Yes	Yes	Yes	Special procedure required in specific cases, in addition to the Import Declaration, e.g. temporary customs clearance.
	Start of Carnet Document	Yes	Yes	Yes	Yes	Yes	Start-up of Carnet document, excluding document fee.
	Stamp of Origin of Certificate	Yes	Yes	Yes	Yes	Yes	DHL arranges for Customs to stamp the relevant document.
	Permission/authorization matters, e.g. Temporary Export, passive processing.	Yes	Yes	Yes	Yes	Yes	Special procedure required in specific cases, in addition to Export Declaration.
	Incorrect Documents	Yes	Yes	Yes	Yes	Yes	In case of requests and reminders for missing or incomplete/incorrect documents. If further reminders are required, additional charges will be made.
Transfer	Yes	Yes	Yes	Yes	Yes	Transfer of information to another operator for customs clearance	