

Terms of Carriage.

DPD 8:30, DPD 10:00, DPD 12:00, DPD 18:00, Guarantee Service



1 Subject of contract and designation of services

- 1.1 As a supplement to the general terms and conditions for DPD CLASSIC (GTCs) these terms of carriage apply to parcels shipped as **DPD 8:30**, **DPD 10:00**, **DPD 12:00**, **DPD 18:00** and **Guarantee-Service**.
- 1.2 The possibility of submitting parcels to DPD Parcel-Shops for shipment and information about postcode areas to which there is no service is available at www.dpd.com.
- 1.3 For **DPD 8:30** delivery is implemented at the latest by 08.30 hrs, for **DPD 10:00** at the latest by 10.00 hrs, for **DPD 12:00** at the latest by 12.00 hrs and for **DPD 18:00** at the latest by 18.00 hrs on the working day following the day on which the parcel is submitted for transport. The customer is responsible for ensuring that delivery can be made to the consignee from 08.00 hrs onwards. For **DPD 8:30** delivery from 07.30 hrs must be possible.
- 1.4 If delivery is not possible by the times specified in Section 1.3, the service provider will inform the customer without delay, indicating the reason for the delay, so that the appropriate action can be agreed. The customer will be informed free of charge (proactive status feedback). The customer must make the relevant contact data available to the service provider at the latest when the parcels are submitted for shipment. In the case of subsequent delivery attempts the specified delivery time and the proactive status feedback no longer apply. However, the options COD, Exchange service, ID-Check and Department delivery will be implemented.
- 1.5 Grouping several Express parcels in one shipment is only possible for parcels which have identical specified delivery times and options. Otherwise the service provider will split the consignment into individual shipments, which will be invoiced correspondingly.
- 1.6 The service promises will not apply if the delivery time cannot be met because of delays for which DPD is not responsible. The same applies to collective customs clearance if such Express parcels are, contrary to DPD service guidelines, submitted for shipment in the same consignment together with DPD CLASSIC parcels.

2 Options

- 2.1 A list of all the options offered and the possible combinations of these is available at www.dpd.com.
- 2.2 **Guarantee-Service:** details of destination countries and delivery times are available at www.dpd.com. The delivery times apply to working days (Mondays to Fridays). If the delivery time ends on a Saturday or Sunday, or on a public holiday at the place of destination, delivery will be made on the following working day. The same applies if the delivery time is prolonged by a public holiday in a transit country. Delivery is implemented in accordance with the indicated delivery time. In the case of delivery times lasting several days, delivery is made latest on the last working day of the specified delivery period, in each case by the end of the business day.¹
- 2.3 **ID-Check:** delivery is only made after the identity of the consignee has been checked on the basis of an ID card, passport or driver's licence. The shipment details, including the first name and surname of the consignee, have to be made available to the service provider by remote data transmission.
- 2.4 **Department delivery:** delivery is made to the part of the consignee's premises specified by the customer (e.g. specific department, floor etc). These details are made available by remote data transmission. If delivery cannot be made in accordance with the specifications, DPD will meet its delivery commitments by delivering the shipment to a person elsewhere at the indicated consignee address (e.g. incoming goods section, postal department, neighbouring office etc).

¹ As a rule the end of the business day is 18.00 hrs (local time at place of destination), but this can vary from country to country.

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2.5 **Saturday delivery:** this applies only within Germany and can only be implemented as **DPD 12:00**. Parcels can only be submitted for shipping on Fridays, unless the specific Friday is a public holiday. If this is the case the customer must make the parcels available for shipping on Thursday. If parcels are submitted on other working days they will be delivered by 12.00 hrs on the following working day. In such cases delivery on Saturday will not be possible. Saturday delivery is also not available if the specific Saturday is a public holiday at the place of destination.

3 Markings

- 3.1 The customer is responsible for marking the parcels with the specified delivery time and applying the red and white striped DPD banderole tape.
- 3.2 If the specified delivery time for **DPD 8:30**, **DPD 10:00**, **DPD 12:00** or **DPD 18:00** is missing or unclear, the parcel will be processed and invoiced as a **DPD 10:00** shipment.
- 3.3 If the customer's specified delivery time is not compatible with the possible time options at the postcode or country of destination, the parcel will be delivered in accordance with the next available time option.

4 Returns

Returns to the customer (incl. return transport for the option Exchange) are implemented only as **DPD CLASSIC**.

5 Liability

- 5.1 Where legally permissible, liability for delays in delivery leading to financial loss is restricted to three times the transport service charge in the case of domestic transport, and to the simple transport service charge in the case of cross-border transport.
- 5.2 In other respects the provisions relating to liability of the general terms and conditions for **DPD CLASSIC** apply.

6 General terms and conditions for DPD CLASSIC

In the absence of any agreement to the contrary, in other respects the currently valid version of the general terms and conditions of DPD Dynamic Parcel Distribution GmbH & Co. KG for **DPD CLASSIC** will apply.