

1. Scope

- 1.1. These terms and conditions apply to a parcellabel purchased:
 - a. online via the DPD website; or
 - b. in the Pickup parcelshop.
- 1.2. These terms and conditions have been provided to you:
 - a. online via the DPD website; or
 - b. in the Pickup parcelshop.

2. What services does DPD provide?

- 2.1. In order to have your parcel delivered the most (cost-)effective manner within the European Union (excluding the United Kingdom, Norway and Switzerland), DPD maintains a high quality network of carriers to whom DPD assigns the actual carriage (expedition), as well as a large network of Pickup parcelshops, where parcels can be delivered, picked up and returned. Consignment to destinations in EU member states that are treated as non-EU member states for VAT-purposes is not possible (see www.dpd.nl/exceptionareasEU).
- 2.2. You can track your parcel via track & trace on www.dpd.nl. Any transit times indicated by DPD are indicative and non-binding.

3. How does it work?

- 3.1. You must provide the correct delivery location (not a PO box), weight, country code, name, e-mail address and telephone number of the consignee via our online shipping tool. Print the parcellabel on blanc paper and attach it to the parcel in such a manner that it cannot be removed. DPD is not bound by other information, such as handwritten instructions as 'fragile'. Do not stick tape over the barcode. The parcellabel is valid for ten calendar days from the date of purchase and can only be used once.
- 3.2. For a fixed pickup surcharge, the parcel can be pickup at your home. If you submit your pickup request before 24:00 h, the parcel will be picked up the next working day. The next morning you will be informed by e-mail about the expected timeframe of the pickup. If pick up of the parcel is unable due to your fault, the shipping cost and the surcharge will not be reimbursed and no further pick up attempts will follow. You can still send your parcel by handing it in at a Pickup parcelshop.
- 3.3. In most cases you can indicate your preference for delivery:
 - a. to the address you indicated on the parcellabel;
 - b. a Pickup parcelshop, where the consignee can pick up the parcel within seven calendar days;
 - c. by the letterbox at the address you indicated at a ParcelLetter. Delivery is without a signature.
If you do not or cannot specify a preference DPD will select the manner of delivery.
- 3.4. A consignee can, occasionally or for a limited time, grant DPD permission to have the parcel delivered to a location other than his/her address. Delivery to an alternative delivery location is at the consignee's risk. You declare that you agree that the carrier will deliver the parcel to this alternative delivery location without further notice from DPD.
- 3.5. Parcels are sorted mechanically. Therefore your parcel must meet the following requirements:
 - a. packaging that is tear-free, leak-proof and resistant to weather influences and closed with tape in such a way that opening without traces is impossible;
 - b. bundling of parcels is not permitted;
 - c. stackable, suitable for processing in automatic sorting machines and resistant to a diagonal drop test from a height of 80 cm and a pressure resistance of 100 kg. Only a product packaging is not sufficient. Ensure proper inner and outer packaging;
 - d. maximum dimensions 100 (L) x 50 (W) x 50 (H) cm, a maximum circumference of 250 cm and a maximum weight of 20 kg. For ParcelLetter, different maximum dimensions of 38 (L) x 26.5 (W) x 3.2 (H) cm apply.
- 3.6. Parcels may not contain:
 - a. illegal or dangerous content (such as hazardous substances such as fireworks, flammable substances, battery acid and batteries, but also (replica) weapons and ammunition, military goods and goods intended for both normal and military use (dual-use items);
 - b. (un)conditioned (perishable) content, (live) animals, mortal remains, organisms of any kind (including seeds, trees and plants);
 - c. break-sensitive goods (such as glass, ceramics, hard plastic, cast iron and earthenware);
 - d. liquid substances (amongst others paint) and substances in a frozen state;
 - e. content with a high value (such as items that consist (in whole or in part) of precious stones and precious metals, pearls and jewelry);
 - f. excise goods such as beer, wine and intermediates (for example sherry and port), other alcoholic products (for example spirits, also known as spirits), tobacco products (for example cigarettes, cigars and smoking tobacco) and mineral oil (for example gasoline, diesel and LPG);
 - g. buckets, cans, jerry cans, car tires, cash, coins, stamps and valuable papers which can be exchanged for cash or goods (such as checks, shares, admission tickets and lottery tickets), valuable documents (such as passport, driver's license, diploma and certificate), tenders, art, antiques, fur, carpets, watches, gifts, televisions and monitors with a diagonal length of more than 37 cm.
 - h. weights (such as barbells & weights for example kettlebells, dumbbells, weight plates etc.).

- 3.7. A parcel or shipment thereof may not conflict with:
- (inter) national regulations on dual-use items (dual-use items);
 - restrictive measures or embargoes imposed under the United Nations, EU or US programs or any other (inter) national program;
 - (inter) national regulations against terrorism and money laundering, such as entry on the SDN list <http://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx>.

4. Not at home, mailbox too full or too small, not collected

- 4.1. If the parcel cannot be delivered at the first delivery attempt, the carrier may deliver the parcel to the nearest Pickup parcelshop or to one of the nearest addresses. The consignee will be notified of this.
- 4.2. If the consignee does not pick up the parcel at the Pickup Parcelshop within seven calendar days, your payment will not be refunded. Unless the parcel does not meet the requirements set out in art. 3 of these terms and conditions, the parcel will be returned free of charge to you or to the nearest Pickup parcel shop, where you can pick up the parcel for seven calendar days.
- 4.3. In case the parcel is not picked up within seven calendar days the parcel will be, without any notification, be destroyed by DPD without being liable for damages.

5. What if the parcel does not meet the requirements?

- 5.1. In dangerous situations the parcel may be destroyed, in order to avoid further danger, without you being entitled to compensation. You will be informed as soon as possible (afterwards).
- 5.2. If the parcel causes damage (such as damage to other parcels, cleaning costs, replacement costs and injury) you are responsible for this. You agree to indemnify DPD against any liabilities (including costs and damages) which are the result of not meeting the requirements of these terms and conditions.
- 5.3. DPD and competent governmental authorities, including customs, may inspect or open the parcel if they have good reason to do so, such as a sample or check for damage or dangerous content.
- 5.4. If (the dispatch of) the parcel does not comply with these terms and conditions or if there are reasonable doubts about this, DPD may at its sole discretion:
 - a. return, temporary store or destroy the parcel and suspend or terminate the agreement with you and the resulting services;
 - b. inform the competent authorities and follow their procedure and instructions, including temporary storage, transfer to the competent authorities and destruction of the parcel.

6. What if the parcel gets lost or damaged?

- 6.1. If your parcel is lost or damaged, you can submit a written claim to DPD stating your name, the parcel number, the content and weight of the parcel, the purchase invoice for the contents of the parcel, photos of the damage, the proof of shipment and the date of shipment and delivery.
- 6.2. If DPD awards the claim, the following compensation will be paid in addition to the shipping costs:
 - a. € 3,40 per kg for sending to a domestic address in the Netherlands (if the parcel weighs 20 kg € 68);
 - b. for cross-border services (shipping to a foreign address) 8.33 Special Drawing Rights (SDR) per kg (if the weight of the parcel weighs 20 kg approximately € 207, pursuant to the exchange rate of SDR-euro on 29 April 2019).
- 6.3. The reimbursement will never exceed the purchase value minus depreciation of the contents of the parcel.
- 6.4. The period for submitting a claim about damaged delivery to the consignee is seven calendar days after receipt. For all other claims against DPD, a period of twelve months applies from the day the parcel is delivered or should have been delivered. After the aforementioned period, any claim will lapse.
- 6.5. DPD is not liable for:
 - for more than what is stated in this article, such as consequential damage, courier costs, telephone costs, gasoline costs and (other) forms of indirect damage;
 - for the possible consequences of inaccuracy of a notification concerning the delivery period sent by DPD;
 - for any damage that you or the consignee suffers if you or the consignee acts contrary to these terms and conditions and you indemnify DPD for damage suffered and liabilities resulting from this;
 - for acts performed by or on the instruction of competent authorities;
 - if the delay, loss or damage is caused by:
 - failure to meet the requirements of art. 2;
 - the packaging or contents of the parcel;
 - force majeure.
- 6.6. The limitation of DPD's liability does not apply if the damage results from intent or deliberate recklessness on the part of DPD.

7. Liability

If you commit fraud with regard to the use of the parcel label, you will owe the shipping costs retroactively and also a fine of € 1,000 per event. This does not affect the right of DPD to suspend the service and to claim compensation. A report will be made to the police and services to you will be suspended for 2 years. Any parcels for which the service has been suspended will only be handed over to you after payment of the shipping costs, fine, compensation and any other costs due.

8. Miscellaneous

- 8.1. You do not have the right to dissolve the agreement with DPD, because it constitutes as an agreement for the carriage of goods pursuant to art. 6:230p under e of the Dutch Civil Code.
- 8.2. The agreement between DPD is governed by Dutch law and the Data Protection Conditions, which can be found via www.dpd.nl/dpddataprotectionconditions or at the bottom of the DPD website www.dpd.nl