



## Conditions international transport services

### General

#### Applicable general conditions

The Dutch Forwarding Conditions, latest version, deposited at the Registry of the Court of Amsterdam, shall apply to all activities of DHL. With respect to the carriage of the shipment the conditions of carriage stipulated by the carrier called in by DHL, shall also be applicable. These conditions generally include a restriction of liability. A copy of the conditions meant above shall be sent upon request.

#### Excluded goods

DHL does not cause the carriage of (among other things) money, securities, explosives, weapons, narcotics, jewelry or animals. For a complete and current list of excluded goods you are requested get in touch with DHL.

#### Excluded liability for lost profit, consequential loss and delay

DHL is not liable for lost profit, consequential loss and damage as a result of delays, whether or not caused by changed flight schedules, delay at the customs authorities or otherwise.

#### Security

DHL reserves the right to inspect the consignment and to present the consignment to the competent authorities for inspection.

#### Customs clearance

DHL will only perform customs clearance activities by order and at the expense and risk of the principal. If the principal chooses not to order DHL to perform customs clearance activities, DHL is not obliged to provide any assistance or to accept any liability in this respect.

#### Expense principal

Freight charges due, rights, levies, taxes and/or other costs are at the expense of the principal, who is also obliged to provide the necessary assistance at customs clearance and delivery of the consignment.

#### Transit documents

If transport of goods takes place under transit document, DHL will do the utmost to achieve a correct settlement. DHL can however not accept any liability whatsoever as a result of the non- or non-timely settlement of transit documents.

#### Volumetric weight

In case of transport based on at the shipment weight related shipment cost, DHL will calculate besides the actual weight also the volumetric weight of the shipment. The shipment cost will be calculated based of the highest of these weights

### **DHL SPRINTLINE**

#### Consignment note

The principal shall make out and sign a CMR-consignment note for each consignment.

#### Conditions of annulment

At annulment of this order after confirmation, DHL reserves the right to demand payment of the following annulment compensation:

- ▶ 75% of the total order amount (with a minimum of € 35,- excluded VAT) in case annulment took place before picking up the consignment;
- ▶ 100% of the total order amount in case annulment took place after picking up the consignment.

# DHL Same Day Netherlands



## **DHL JETLINE**

### **Next Flight Out Service**

#### Door to Airport transport

In case of Door to Airport transport DHL shall cause the carriage and delivery of the consignment at the airport of destination and the principal shall take care of customs clearance and (if required) connecting transport of the consignment on the spot.

#### Door to Door transport

In case of Door to Door transport DHL shall cause the carriage and delivery of the consignment at the place of destination designated by the principal. DHL shall conduct the necessary customs clearance activities by order and for expense and risk of the principal.

#### Role DHL

DHL shall act as a forwarder only by order and for expense and risk of the principal and shall conclude a contract of carriage with one or more carriers for the purpose of carrying out the order given.

#### Possible applicability of the (modified) Warsaw Convention or Montreal Convention

If the carriage is governed by the provisions of the (modified) Warsaw Convention or the Montreal Convention, DHL draws the attention to the fact that these conventions in most cases limit the liability of the air carrier to 250 French gold francs respectively 19 SDR per kilogram in case of the cargo being lost, damaged or delayed, unless a higher value has been declared by the principal in advance and an additional compensation (if required) has been paid. The limitation of liability of 250 French Gold Francs per kilogram amounts to approximately USD 20 per kilogram on the basis of USD 42.22 per ounce of gold.

#### Conditions of annulment

At annulment of this order after confirmation, DHL reserves the right to demand payment of the following annulment compensation:

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- ▶ 100% of the total order amount in case annulment took place after picking up the consignment.

### **On Board Courier Service**

#### On Board Courier

On Board Courier is a DHL-service, whereby a courier carries the consignment as hand luggage and takes care of delivery, as far as the circumstances and applicable legislation allow him to do so.

#### Airwaybill

The principal shall make out and sign an airwaybill for each consignment.

#### Refused hand luggage

DHL reserves the right to re-pack consignments to hand luggage volume. In case consignments have been refused by the air carrier as hand luggage, these consignments shall be checked in and carried under responsibility of the principal as freight hold luggage. Possible delays, losses and other costs and issues originating from the above will be for account and responsibility of the principal.

#### Customs depot

DHL reserves the right to deposit the consignment with the customs authorities. By handing-over to the consignee the receipt obtained from the customs authorities, DHL is considered to have fulfilled its obligation to cause the delivery of the consignment and the consignee shall take care of customs clearance himself, all of which the principal agrees to.

#### Conditions of annulment

At annulment of this order after confirmation, DHL reserves the right to demand payment of the following annulment compensation:

- ▶ 75% of the total order amount in case annulment took place before picking up the consignment;
- ▶ 100% of the total order amount in case annulment took place after picking up the consignment.