

# CONDITIONS OF DISPATCH FOR DHL DOMESTIC AND INTERNATIONAL PARCEL SERVICES\*

## 1 SCOPE

(1) The following conditions apply to the domestic and international conveyance of parcels (DHL Paket, DHL Retoure and DHL Paket International), small packets (DHL Päckchen and DHL Päckchen International), hereinafter referred to as “shipments”. These conditions shall apply, in regard of parcels, in addition to the General Terms & Conditions of DHL Paket/Express National (Allgemeine Geschäftsbedingungen der DHL Paket/Express National (AGB Paket/Express National)), and the General Terms and Conditions of Deutsche Post – International Parcels (Allgemeine Geschäftsbedingungen der Deutschen Post Paket International (AGB Paket International)). In relation to small packets, they apply in addition to the General Terms & Conditions of Deutsche Post AG National Mail (Allgemeine Geschäftsbedingungen der Deutschen Post AG Brief National (AGB Brief National)) and the General Terms & Conditions of Deutsche Post AG – International Mail (Allgemeine Geschäftsbedingungen der Deutschen Post AG Brief International (AGB Brief International)), which shall apply in the versions valid at the time.

(2) These conditions do not apply to the conveyance of express shipments. Nor shall they apply to the international conveyance of DHL Europaket and DHL Paket Connect.

## 2 LABELLING

### 2.1 Basic Principles

(1) In order for a shipment to be properly labelled by the sender, hereinafter referred to as “labelling”, it must always display details about the recipient (section 2.3), the sender (section 2.4), the type of shipment and any additional services that are desired (“services”) (section 2.5) as well as the sender’s instruction(s).

(2) The sender shall label the shipment precisely and clearly so that the shipment can be transported and delivered to the recipient without the need for additional inquiries to be made. The labelling may not include any additional information (instructions, pictures, etc.) that might hamper or prevent the processing of the shipment. The labelling must leave room for the identifier and the routing code.

(3) The sender shall apply the labelling to the largest surface of the shipment (the “address surface”), with the writing running parallel to the long sides. In case of cuboid (such as round or barrel-shaped objects), the labelling must be applied to the lid. The labelling must not be obscured by packing tape, string, or similar. Furthermore, a copy of the labelling information must be placed inside every shipment.

(4) For details about the recipient and the sender, the sender shall use the label provided by DHL (applies to senders without a framework agreement with DHL “private customers”). In the case of shipments sent using the Paketmarke or Paketmarke International prepaid label, the sender shall use the prepaid Paketmarke label itself. Senders with a framework agreement with DHL (“DHL business customers”, only companies) can use shipping labels ordered from DHL or prepare their own labels which comply with the specifications of DHL.

(5) Separate labels such as tie-on tags may only be used for shipments where information supplied on a standard label or written on the packaging would not be durable enough (i.e., luggage).

(6) The sender shall affix labels to the shipments so firmly that the entire surface lies flat and the label cannot fall off or become easily detached during transport. Stickers and imprints of the sender that could be confused with postage stamps, stickers, or imprints used by DHL may not be used on the address surface.

(7) The “Spezifikationen zur Programmierung von Versandlogistiksystemen” (The specifications for the programming of shipping logistics systems) apply to business customers.

(8) The use of address labels with the recipient address when using the DHL Paketmarke is not permitted. Instead, senders shall print the addresses directly onto the Paketmarke labels.

### 2.2 Composition of the Label

(1) The sender will affix the whole labelling information in black or blue color in such a way that it is easily visible and cannot be effaced. Only Latin and German characters may be used, and standard spelling is required. Each line of information must be left-justified. The label may not run over the edge of the parcel.

(2) A subsequent change of the labelling is not permitted. If the labelling information has been changed, the shipment will not be accepted. Instead, the sender shall attach a new label before posting.

### 2.3 Recipient Information

(1) The sender shall specify the delivery address for the recipient from top to bottom as follows:

- Name of the recipient,
- Street name and house number, and, if possible, the floor of the building, and if the address is an apartment, the apartment number must also be given, and
- Postal code and town/city.

(2) To address directly to a Deutsche Post retail outlet/Parcelshop or Packstation, the address provided must contain the following pieces of information, written from top to bottom:

- Name of the recipient,
- Customer number of the recipient (obligatory to directly address to Packstation, optional to directly address to Deutsche Post retail outlet/Parcelshop if the e-mail address of the recipient is provided digitally by the shipper),
- “Postfiliale”(retail outlet) or Packstation in the retail outlet’s “Street and number” field of the retail outlet / Parcelshop or number of the Packstation as a house number, and
- Postal code and town of the retail outlet / Parcelshop or Packstation

(3) If the address is outside Germany, the address format of the destination country should be used. If the format is not known, the address elements described above must be used in addition to the following information:

Name of the country as the last line, written in block capitals and Latin characters in German as well as in English or French. Country names must be written in full; abbreviations are not permitted.

(4) It is not permitted to use a P.O. box as a delivery address.

### 2.4 Sender’s Information

(1) The sender will display full and complete information about the sender. The sender’s address must be in Germany so that the shipment can be returned or the sender contacted should it prove impossible to deliver the shipment, or should other irregularities arise. The sender’s information must follow the same structure and contain the same elements as the recipient information (see section 2.3). The sender information may not be placed below the recipient’s address.

(2) It is not necessary to display the sender’s information on the outside of a domestic shipment if

- the shipment is labelled “Wettbewerbsarbeit, Absenderangaben in der Sendung” (competition entry, sender’s information inside) and if it actually does contain the sender information.
- the franking mark (individual advertising imprint), in the case of an item franked with a meter machine, contains the name of the sender, the delivery note and the name of the domestic place of residence or place of business.

### 2.5 Type of Shipment and Services

For domestic shipments, the sender shall apply the notices mentioned in section 4 (for types of shipments and services) in a highly visible location, using their own prepared labels.

## 3 PACKAGING REQUIREMENTS

### 3.1 Basic Principles

(1) All shipments must be packed securely and completely in accordance with their contents and volume as well as the method of dispatch. Unpackaged and bulky items, as well as packaging that is not dimensionally stable, as well as items that are considered to be not securely packed due to their outer composition, are excluded from transportation.

Domestic parcels weighing over 20 kg must be identified by the note "Achtung schweres Paket" (Attention heavy parcel) or the red sticker "bis 31,5 kg" (up to 31.5 kg) on the address label.

### 3.2 Secure Packaging

(1) Basic requirements for packaging:

The sender has to pack the goods in such a way that it is protected against partial loss or damage and that DHL will not incur any damages (§ 411 HGB). Packaging must provide adequate protection for the contents of the shipment against the normal pressures, shocks, vibrations, and temperatures encountered during regular transport.

In the case of contents that can easily be damaged by impact, acceleration, pressure or bending, the packaging and the securing of the contents must be adapted to their sensitivity and take into account the nature, quantity and all other special properties of the contents in each individual case.

(2) External packaging/internal packaging/seal:

- External packaging: The packaging must be sturdy, strong and sufficiently flexible. It must be so stable that a puncture of the contents is not possible. The outer packaging must not pose any risk of injury to employees or risk of damage to further consignments and operating material.
- Internal packaging: If required for the respective good, the sender must also provide adequate inner packaging, including filler material. It must be so stable that a puncture of the contents is not possible. Furthermore, it must hold the contents in place and cushion transport-sensitive contents on all sides.
- Seal: The heavier a shipment, the more securely it must be sealed. This ensures that the shipment will arrive intact, and also provides proof that the shipment has not been tampered with. Seals must be free of sharp edges, corners, and points, e.g., protruding nails, staples, splinters, and wire ends. Strapping must be applied in such a way that it lies flat and cannot come loose; if need be, it should be covered with adhesive tape. Packaging with excessively protruding closures, handles, or clasps must be sent using the "Sperrgut" (bulky goods) service.

(3) Other packaging requirements:

If several items are combined to form a single shipment, they are to be fixed together using adhesive tape over the edges and secured across the whole width with additional sealing materials. It must be ensured that the individual items do not shift at any time during transport. This method of combining several items may only be used for items that have an identical surface area and can be combined to form a square or rectangular-shaped parcel.

If the resulting shipment has a different shape, or in case of deviations from the specified standard dimensions or the use of certain plastics/foils, the "Sperrgut" service must be used. This also applies to shipments which, due to their outer composition or unstable contents and inadequate inner packaging, cannot be conveyed by sorting facilities.

Wine, sparkling wine, beer, mineral water and spirits in glass bottles, earthenware or stoneware containers must be shipped in packaging material available on the market marked "DHL zertifizierte Flaschenversandverpackung" (bottle packaging certified by DHL Packaging Service) and furnished with a DHL inspection number. DHL's Packset F product is designed for the shipment of individual bottles.

Caps on bottles containing liquids must seal the contents in such a way that no leakage will occur even if the parcel is placed on its side or upside down. Screw caps are to be screwed on as tightly as is recommended by the manufacturer. Functional closures (e.g., spray heads, dispensing closures, hinge-fitting seals, and twist-off caps) must be securely sealed to prevent them from opening unintentionally.

Further practical information about how to pack shipments correctly is available online at [dhl.de/packaginginspection](https://www.dhl.de/packaginginspection).

### 3.3 Packaging Certification

The sender may use the "DHL Packaging Check" to assess mass-produced packaging in order to determine whether it meets the packaging requirements. In order to ensure that products can be transported safely, DHL advises companies to submit similar packaging and related materials they use for such an inspection by DHL regarding suitability for transport.

Additional information about "DHL Verpackungsberatung" (packaging advice) is available at: [dhl.de/packaginginspection](https://www.dhl.de/packaginginspection).

## 4 NOTES ON ADDITIONAL SERVICES

The sender can combine their choice of product with a range of individual services. They should note that certain services cannot be used with some shipments and that not all services can be combined. More details are available in your nearest Deutsche Post retail outlet, or on the Internet at [www.dhl.de](https://www.dhl.de).

When using services, the sender shall indicate the desired service in a clearly visible location on the label. The sender shall only use the designations provided by DHL. Exception: The cargo insurance service may not be indicated on the label. In addition, the following applies to individual services:

### 4.1 Bulky Goods

"Sperrgut" (bulky goods) are parcels that fall below/exceed (or, for shipments from private customers, that only exceed) the standard dimensions. Furthermore, shipments are considered as bulky goods if they require special handling (e.g., manual processing, are non-stackable) due to their composition (form of packaging, packaging material, packaging specifics or a deviation from the specifications under 3.2. (1)-(3)).

Shipments exceeding the permitted maximum size or maximum weight for bulky goods will not be transported but instead returned to the sender.

The bulky goods service must be marked on the label in accordance with section 2.5. If a non-standard label is used, parcels must be marked with the name of the relevant service in accordance with section 2.5. The relevant service sticker must also be affixed to the parcel.

### 4.2 Cash on Delivery Service

The amount to be paid must not exceed the limit for the COD service and must be displayed on the parcel in Arabic numerals in such a way that it cannot be subsequently changed, for instance with the addition of certain strokes by hand. The postal symbol for the COD service can be applied as an imprint or a sticker. It shall be placed close to the amount to be paid.

### 4.3 Sender's Instructions

For shipments to be sent abroad, the sender may decide in advance how to proceed if the shipment could not be delivered. The corresponding instruction (sender's instructions) shall be marked on the label or affixed directly to the shipment. More details are available in the current edition of the "Leistungen und Preise" (services and prices) directory.

## 5 PRIVACY POLICY INTERNATIONAL

Deutsche Post AG shall use the sender's information for no other purpose than the fulfillment of the transport agreement and for customs clearance on the basis of the legal provisions and the provisions of the Universal Postal Convention.

It shall make this information available to the delivery organization cooperating with Deutsche Post AG in the country of destination and/or to the customs authorities in that country for these purposes.

The information may be transmitted in paper form and/or electronically.

Legal content as of 05/2021

\*This is a translation of the "Versandbedingungen DHL Paket National/International" in its version as of May 1, 2021, in German language. This translation is for convenience only. The only binding version in case of any dispute, lack of clarity or divergence is the German version.