



Shipping conditions for the „DHL Euroconnect International“ product

The following shipping conditions regulate all shipping performed through the DHL Euroconnect International system (international road shipping system for groupage and part-load consignments). DHL Freight reserves the right to amend and supplement these conditions.

1. Transported goods

- a) DHL Freight accepts goods for shipping except for the following ones:
1. banknotes and coins,
 2. living animals,
 3. human remains,
 4. valuables (precious metals and stones, jewellery),
 5. dangerous goods of class 1, 6.2 and 7 (ADR).
 6. a consignment without additional insurance, whose value exceeds the sum of EUR 15,000.-
 7. a consignment, whose transfer to the required country is commonly not permitted according to Romanian law, regulations of the EU, or according to the law of the state where the recipient resides.
 8. cigarettes, weapons and goods counterfeits, which violate copyrights
- b) The following consignments may not be forwarded for transport without a written confirmation by DHL Freight in the order:
1. Other dangerous goods sensitive to heat and perishable goods. Such consignments may be accepted for shipment only upon a preceding contract with DHL Freight in writing. DHL Freight charges a fee for the shipment of dangerous consignments (varies according to individual destinations).
 2. Voluminous goods, heavy goods. Consignments with individual load pieces with a length exceeding 400 cm, width of 220 cm and height of 220 cm, or with individual load pieces heavier than 1,500 kg may be accepted for shipping only upon a preceding agreement with DHL Freight.
 3. The reception of jewellery and watches for shipping is only possible upon a preceding contract with DHL Freight in writing.
 4. A consignment of a higher value than is set out in art. 1. section a) may be accepted for carriage accompanied by an additional insurance completed by the Employer to ensure full value of goods transported. DHL can provide additional insurance only at the express request of the beneficiary, at an additional cost and value transport

2. Shipping order

In order to have the order correctly processed and the consignment transferred for shipping, the party placing the shipping order must provide the following:

- entirely completed shipping order form;
- the documents necessary for customs formalities ,if applicable, case in which this list of documents will be sent to the recipient, by DHL Freight customs commissioner after order confirmation.

The order must contain the following data:

- a) full data of the shipper – his first name and surname in case of a natural person and full designation of the business company, in case it is a legal person, including the contact person and telephone number, accurate address, including Post Code,
- b) accurate address of the loading and unloading place of the consignment, including the contact person and telephone number,
- c) date of loading at the shipping place, respectively specification of the time range of the loading possibility
- d) complete invoice information (company name, registered office, CUI, ORC registration number, bank account number, bank name). The first three shipments made to any new customer will be accepted only after advance payment of pro forma invoice for carriage.
- e) goods and the packaging type (number pallets / parcels, weight, overall dimensions, LxIxh).

DHL Freight will not be held responsible for the accuracy of the information contained in the documents received from the sender, which will be the only responsible for the preparation of documents and data accuracy

3. Package and labelling of the consignment

The sender will provide packaging, marking and labeling of goods to withstand transport operations, depending on the nature of the goods before their takeover by DHL Freight.

DHL Freight will not be held responsible for damage that could result from the absence, insufficient or defective packaging, marking and / or labeling of goods, and the lack of adequate information regarding the nature or quality of the goods. The sender must pack the goods in packages or on pallets, so they can be manipulated by hand or forklift.



The sender must label packages / pallets with all information necessary to identify them during transport, so that goods can be safely transported by DHL Freight. This information must include the address of the lot, the return address, symbols for handling specific types of products. In cases where the handling of the goods must be done in a certain way or place in a certain position, the sender is obliged to mark the packaging with warning symbols or handling.

Damages and additional costs arising from inadequate packaging will be supported by the sender who packaged the goods incorrectly or inadequately for transportation. DHL Freight does not ensure the return of pallets / packaging.

4. Shipping and payment conditions

DHL Freight Romania will only accept orders, where payment is made by legal Romanian entities or individuals (under certain reserves). Invoicing a transport of a foreign legal entities can only be done in certain conditions and with a written contract in advance.

In case the buyer requires a third party for the payment of that transport, he shall inform DHL in writing before performing transport, and DHL Freight is entitled to refuse the request. After confirmation is not possible to change the payer.

Prices for transport by DHL Euroconnect are negotiated individually with each shipment in hand, which can be accepted by the Buyer. Prices are determined based on the weight and volume of the lot, location of loading docks and additional services required.

Standard transportation tariffs does not include additional services, such as collection and delivery lot outside normal working hours, collection or delivery of the consignment at exhibitions, in seaports, on ships, at shopping centers or in mountainous areas. In such cases a previous agreement with DHL Freight is necessary.

The amount of the transport will be invoiced to the payer of the transportation, according to delivery conditions (Incoterms).

The payment term for transports and transport related services (such as customs clearance charges or other extra services) is within 30 days from the invoice released by DHL Freight Romania, except cases where another period of payment is stipulated in a prior contract between the Buyer and DHL Freight Romania.

Payment of the first three shipments made via DHL Freight Romania will be made in advance. Transport order will be processed after receiving payment confirmation from Buyer, by e-mail or fax.

5. Shipping period

The duration of transport is referred to as door to door transit time in business days in the offers presented by DHL Freight. Estimated transit time is presented and is calculated based on fixed programs for collecting, shipping between terminals, delivery. As shipping via DHL Euroconnect network is made by transiting various DHL terminals, transit time can actually be modified during transit. DHL Freight Romania will make every effort to communicate in advance any delay, but can not be held responsible for any differences arising between the actual transit time and the one effectively communicated in the offer.

6. Collection and delivery

The collections of the goods will be made depending on the distance from the terminals DHL Shipping Freight Romania, or depending by the sender's demands. The collection is never done in the same day when the order was received, but earliest the next working day, for areas nearby DHL Freight terminals. Collection time in Romania can take up to 72 hours to the farthest areas of the terminal.

At the reception of the consignment for shipping, the consignor confirms the shipping document by his signature and stamp, by which he approves the data included in it (number of loading pieces, package, weight and parameters of the consignment, unloading place). If the driver of the haulage vehicle finds out that the package of the consignment is missing, or it is inadequate, he shall take over the consignment with reservations entered in the shipping document and provable consent of the consignor with this reservation.

After the reception of the consignment for shipping, the driver shall hand over to the consignor a copy of the shipping document, which proves that the delivery was made.

The sender has the option of handing over the goods directly at DHL Freight terminal, based on a previous agreement with DHL Freight.

The lot is delivered to the consignee in accordance with estimated transit times given in the offer DHL Freight. DHL Freight Romania will not be held responsible for any delay. The recipient will acknowledge the delivery by signing and stamping the



delivery documents. If the recipient will find irregularities in the lot received, these must be mentioned on the transport document.. If there will be no mention on the transport document, it will be considered that the delivery was made in good conditions. DHL Freight's liability ceases after the delivery of the shipment.

7. Liability of the forwarder and insurance

DHL Freight is liable during the international road transport of goods in accordance with relevant provisions of the CMR International Convention (Convention on the Contract for international freight transport by road). Under this Convention, compensation for damage can be up to maximum SDR 8.33 x 1 kg gross weight of goods damaged.

DHL Freight may offer additional insurance at beneficiary's specific request, and at additional charge. The insurance fee will be paid by the Sender before transportation.

8. Claims and claim terms

Partial loss or visible damage of the consignment should be mentioned in the delivery document and must be claimed by the Buyer within 7 days after the end of transportation. If additional insurance of transport has not previously been completed, compensation will be calculated in the limit of insurance CMR, and will be paid after receipt of corresponding invoice issued by the Buyer.

9. Other provisions

DHL Freight Romania is responsible for transport of goods in accordance with the terms and conditions herein, exclusively for the orders sent to DHL Freight Romania offices by e-mail or fax. For imports under the condition DDU, the responsibility of DHL Freight Romania begins upon arrival of goods in DHL Freight Romania terminal. DHL Freight Romania will not be held responsible for information provided by other divisions DP-DHL..

The normative act of international road transport of goods is governed by relevant provisions of the CMR Convention, as well as terms and conditions, according to the Romanian law.

The Buyer shall be liable for any damage that might be caused to DHL Freight Romania, as a result of violating these terms and conditions.

By confirming the order it is considered that the Buyer knows, understands and agrees to the terms and conditions contained in this document.

Bucharest, 01.01.2011

DHL International Romania SRL
Freight Division