

1. What does DPD do?

- 1.1. In order to have your parcel consigned to consignees in the European Union (not in Norway and Switzerland) DPD maintains a high quality network of carriers in order to perform the actual carriage, and of Pickup parcelshop, where parcels can be picked up or returned. Consignment to destinations in EU member states that are outside of the EU is not possible (see www.dpd.nl/exceptionareasEU).
- 1.2. You can track your parcel via track & trace on www.dpd.nl. Any transit times indicated by the Forwarding Agent are considered to be estimates and do not bind the Forwarding Agent, unless explicitly agreed upon in writing.

2. How does it work?

- 2.1. You are to enter the correct address where the parcel is to be consigned (no PO-box), the weight, the land code and the name and telephone number of the consignee on the parcel label. After that you are to attach the parcel label to the parcel in such a manner that it cannot be removed. The parcel label is valid for ten (10) days after it has been procured.
- 2.2. In most cases you can choose the manner of delivery of the parcel:
 - a. Delivery to the address stated on the parcel label;
 - b. Delivery to a Pickup parcelshop, where the parcel can be picked up by the consignee within a term of seven (7) calendar days.
- 2.3. If you have not entered a manner of delivery DPD will choose a manner itself. Other information than the information stated above is not part of your instructions to DPD.
- 2.4. Parcels are sorted mechanically. The goods must be packaged in such a manner that the parcel can withstand a diagonal-fall test from a height of 80 cm and have a pressure resistance of at least 100 kg. Parcels must be packaged tear free and watertight and in such a way the contents cannot move inside of the container. This requires a proper packaging must be used for both the inside and the outside of the goods. Product packaging does not suffice. The maximum length of the parcel is 100 cm. and the maximum width and height are 50 cm. The maximum weight is 20 kilogram.
- 2.5. Furthermore, the parcel must have tape applied in such a way that it is impossible to open the parcel without leaving traces thereof and in such a way that it is weather resistant.
- 2.6. It is not allowed for different parcels to be bundled together. Also, parcels must not contain illegal or dangerous contents (such as fireworks, flammable substances and battery acid, batteries, weapons including replica's and munition) and may not contain perishable goods, organisms of whatever nature (including seeds, trees and plants), liquids, frozen goods and goods which must be cooled, (live) animals, human remains, buckets, cans, jerry cans and other goods prone to fracture or break, such as glass, pottery, ceramics, goods with an exceptionally high value, including goods which completely or partly consist of gemstones, precious metals, tobacco products, alcoholic beverages, televisions and monitors with a diagonal length of more than 37 cm, cash money, stamps, documents which can be exchanged for cash or goods (such as cheques, vouchers with a face value, credit notes, bonds, printed share, admission tickets and gambling tickets) jewelry, pearls, antiques, art, fur, carpet, certificates, diploma's and watches, passports, driver licenses, tenders and gifts.

3. Not at home or not collected

- 3.1. If during the first delivery attempt no one is found to accept the parcel at the address of the consignee, the parcel will be delivered to the nearest Pickup parcelshop. The consignee will, off course, be informed. The consignee can collect the parcel within a term of seven (7) calendar days.
- 3.2. If the consignee does not collect the parcel within the term of seven (7) calendar days the parcel will be returned to you free of charge, unless the parcel does not meet the criteria set out in art. 2 of these terms and conditions. Because DPD does incur costs for the delivery attempts and the return shipment your payment will however not be refunded.

4. What if the parcel does not meet the criteria?

- 4.1. In dangerous situations the parcel may be destroyed, in order to avoid further danger. In such a case you will not be compensated. Afterwards you will be informed as soon as possible.
- 4.2. You are responsible for all damages caused by parcels that do not meet the aforementioned criteria, such as cleaning costs, replacement costs and bodily injuries. Also, you agree to indemnify and hold DPD harmless from and against any costs and damages resulting from non-performance of art. 2.

5. What if the parcel is lost or damaged?

- 5.1. You are to report damages to the parcel or loss of a parcel within a term of seven (7) calendar days after the consignment of the parcel. All other claims are waived and forfeited after a period of 12 (twelve) months from the day the circumstance resulting in the claim occurred.
- 5.2. When reporting loss or damages you can submit a claim at DPD. You are to provide DPD with your name, the parcel number, the invoice of the goods, photos of the damage, the proof of delivery, the date of delivery and of the contents and the weight of the parcel. In case the claim is valid DPD will refund your payment and will compensate you as follows:
 - a. In case of domestic services in the Netherlands € 3,40 per kg (if the weight of the parcel is 20 kg € 68);
 - b. In case of cross-border services 8.33 SDR per kg (if the weight of the parcel is 20 kg € 207, pursuant to the exchange rate of SDR-euro on 26 August 2016;
 - c. The liability of DPD is at all times limited to the procurement value, minus a write off, of the parcel.
- 5.3. DPD is not liable except in so far set out in art. 5.2. Therefore, DPD is not liable for consequential damages, transport costs, telephone costs, fuel costs and indirect damages.
- 5.4. DPD is not liable if the delay, loss or damage is the result of the parcel being non-compliant with art. 2 or if it is the result of force majeure, the content or packaging of the parcel.

6. Miscellaneous

- 6.1. Because the agreement between DPD and you relates to logistics you do not have the right to dissolve the agreement pursuant to art. 6:230p.e of the Dutch Civil Code.
- 6.2. Dutch law applies to the agreement between DPD and you.