

1. What services does DPD provide?

- 1.1. In order to have your parcel delivered in an expedient manner to consignees in the European Union (excluding Norway and Switzerland) DPD maintains a high quality network of carriers who perform the actual carriage, as well as a large network of Pickup parcelshops, where parcels can be picked up or returned. Consignment to destinations in EU member states which 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 DPD are estimates and non-binding.

2. How does it work?

- 2.1. You must fill out the parcel label with the correct address where the parcel is to be delivered (this cannot be a PO-box) as well as the weight, the country code and the name and telephone number of the consignee. The parcel label must then be attached to the parcel in such a manner that it cannot be removed. The parcel label is valid for ten (10) calendar days after it has been purchased.
- 2.2. For a fixed pickup surcharge, the parcel can also be pickup at your home. If you submit your pickup request before 24:00h, the parcel will be pickup the next workingday. You will be informed the next morning by text or email about the expected timeframe of the pickup. If you cause the pickup to be unsuccessful, the shipping cost and surcharge will not be reimbursed and no new attempt to pickup the parcel will be made. You can still send your parcel via a Pickup parcelshop.
- 2.3. In most cases you can choose the manner of delivery:
 - a. delivery to the address stated on the parcel label;
 - b. delivery of the parcel through the mailbox of the address stated on the parcel label (ParcelLetter). Delivery therefor takes place without a signature.
 - c. delivery to a Pickup parcelshop, where the parcel can be picked up by the consignee within a term of seven (7) calendar days.
- 2.4. If no choice was made, DPD will select the manner of delivery. Other information than stated above is not part of your instructions to DPD.
- 2.5. 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. 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 kg. Different dimensions apply for a ParcelLetter. A ParcelLetter may not exceed 38 (L) x 26.5 (B) x 3.2 (H) cm.
- 2.6. 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 the parcel is weather resistant.
- 2.7. 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 (un)conditioned perishable goods, (live) animals, human remains, organisms of whatever nature (including seeds, trees and plants), buckets, cans, jerry cans and other goods prone to fracture or break such as glass, pottery, ceramics, liquids, frozen goods and goods which must be cooled, goods with an exceptionally high value, including goods which completely or partly consist of gemstones, precious metals, pearls and jewelry. Further are excluded car tires cash money, stamps, documents which can be exchanged for cash or goods (such as checks, vouchers with a face value, credit notes, bonds, printed share, admission tickets and gambling tickets), valuable documents (such as passports, driver licenses, certificates, diploma) and tenders, antiques, art, fur, carpet, watches, gifts, tobacco products,

alcoholic beverages, televisions and monitors with a diagonal length of more than 37 cm.

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

- 3.1. If the parcel can't be delivered at the first delivery attempt, the parcel will be delivered to the nearest Pickup parcelshop or at one of the adjacent addresses. The consignee will, of course, be informed.
- 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. However, as DPD incurs costs for the delivery attempts and the return shipment, your payment will not be refunded.
- 3.3. The parcel can also be returned to a Pickup parcelshop near you, where you can collect the parcel within a term of seven (7) calendar days.

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

- 4.1. In dangerous situations the parcel may be destroyed, in order to avoid further danger. In such an event 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 requirements, such as cleaning costs, replacement costs and personal damages. Also, you agree to indemnify DPD against any liabilities (including costs and damages) which are the result of not meeting the requirements of article 2 of these terms and conditions.

5. What if the parcel is lost or damaged?

- 5.1. You must report damages to the parcel or loss of a parcel within a term of seven (7) calendar days after the delivery of the parcel. All other claims and rights are forfeited after a term of 12 (twelve) months, which starts on the day of the event resulting in a claim.
- 5.2. When reporting loss or damages you may file a claim with DPD. You must 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 also compensate your damages as follows:
 - a. for domestic services in the Netherlands € 3,40 per kg (if the weight of the parcel is 20 kg € 68);
 - b. for 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 above liability is limited to the procurement value, minus a write off, of the content of the parcel.
- 5.3. DPD is only liable to the extent of art. 5.2. Therefore, DPD is not liable for (amongst others) consequential damages, transport costs, telephone costs, fuel costs and indirect damages. DPD is not liable for the possible consequences of incorrectly stating the timeframe for pickup, unless these damages are the result of willful acts or gross negligence on the part of DPD.
- 5.4. DPD is not liable if the delay, loss or damage is the result of the parcel being non-compliant with art. 2 of these terms and conditions or if the liability is the result of force majeure, the content or packaging of the parcel.

6. Miscellaneous

- 6.1. The agreement between DPD and you constitutes as an agreement for the carriage of goods. As such, you do not have the right to dissolve the agreement pursuant to art. 6:230p under e of the Dutch Civil Code.
- 6.2. The Data Protection Conditions are applicable to this Agreement (www.dpd.nl/dpddataprotectionconditions).
- 6.3. Dutch law applies to the agreement between DPD and you.