



These General Terms and Conditions (hereinafter referred to as AGB DHL Freight Eurapid Austria) apply supplementary to the conditions of CMR for contracts about the DHL Freight product Eurapid with DHL Global Forwarding (Austria) GmbH (hereinafter referred to as CONTRACTOR). Supplementary any other General Terms and Conditions of the CONTRACTOR and the Austrian Freight Forwarders' Standard Terms and Conditions 2017 (AÖSp 2017). The AGB DHL Freight Eurapid Austria take precedence over the General Terms and Conditions and the AÖSp 217 where applicable. For shipments which comply with the AGB DHL Freight Eurapid Austria below, the agreed transit times are binding, subject only to the applicable exclusions below. In case the shipment does not comply with the DHL FREIGHT EURAPID specific trading conditions below, the CONTRACTOR will ask for instructions. In case no instructions are received from the Customer within a reasonable period of time, the CONTRACTOR will treat the shipment as DHL FREIGHT EUROCONNECT, against the applicable rates and with non-binding standard lead times, as long as the shipment complies with DHL FREIGHT EUROCONNECT specific trading conditions.

1. DHL Freight EURAPID Service scope

DHL Freight EURAPID service is available only from specified locations to specified post code destinations (or towns where no post codes are available). The geographic scope of DHL Freight EURAPID (and the more limited scope of the Pre-12 delivery option) can be found in the DHL Freight Lead Time Calculator at http://www.dhl.com/en/logistics/customer_resource_area/road_freight_transit_times.html.

2. DHL Freight EURAPID maximum shipment weight and dimension

- Maximum weight per shipment: 2.500 kg (chargeable weight);
- Maximum measures per item: 240 cm length, 120 cm width, 220 cm height;
- Maximum weight per item: 1.000 kg (gross weight).

3. DHL Freight EURAPID Service conditions

The CONTRACTOR is only obliged to deliver the goods within the agreed transit times if the following conditions are fulfilled:

- Reasonable traffic conditions
- Shipments must be ready for pick up at the agreed pick-up time during standard working hours (Monday to Friday 08:00 – 18:00 hrs). Upon specific customer request and when the booking is made before 12:00 pm, shipments can be collected on the day of booking. The same day pick-up areas and respective latest booking times are determined by the competent branch of the CONTRACTOR. Details are available with your DHL Freight Customer Service contact.
- Recipient must accept delivery of the shipment during standard working hours, for the Pre-12 delivery option between 08:00 – 18:00 hrs, immediately after truck arrival at his premises.
- Shipment must be clearly pre-advised and marked by customer as a DHL Freight EURAPID shipment
- Customs requirements at clause 6 must be met.

4. DHL Freight EURAPID transit times

The DHL Freight EURAPID transit time commences with collection from the consignor and ends with delivery at the consignee. Standard transit times for DHL Freight EURAPID can be looked up in the Lead Time Calculator at http://www.dhl.com/en/logistics/customer_resource_area/road_freight_transit_times.html. The indicated lead time is based on the regular operational capabilities of DHL Freight. It excludes weekends, bank holidays and planned seasonal limitations. It does not consider unplanned influences to transport operations.

5. Additional exclusions for DHL Freight EURAPID

- Delivery to private households (B2C)
- Temperature sensitive and perishable goods
- Collection on wheels (COW) and/or Delivery on wheels (DOW)
- Delivery against documents (DAD)
- Cash on Delivery (COD)
- Delivery on a day specified by the customer which deviates from the delivery day stated in the Lead Time Calculator
- Shipments which require a delivery pre-advice or which have to be delivered within a specific time window
- Unpacked goods or goods not adequately packed for transport
- Shipments must not contain dangerous goods
- Palett exchange.

6. Customs Clearance restrictions DHL Freight EURAPID

For shipments under customs clearance the agreed transit times are binding only when the CONTRACTOR is responsible for the customs

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Firmenbuchnummer: 62082y
Firmenbuchgericht:
Handelsgericht Wien
UID-Nr.: ATU15376402
DRV-Nr.: 00772018

clearance. Only the following Incoterms are allowed for such shipments: DDP, DAP and EXW. The agreed

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DHL Global Forwarding (Austria) GmbH – Business Unit DHL Freight as of July 2017



transit time furthermore will only be binding for such shipments under the following conditions:

- All customs documents are available
- All pre-payments and required guarantees are effected
- No physical documents and/or goods inspection
- No time delay due to block of shipment by customs administration
- No customs clearance due for settlement by the recipient

DHL Global Forwarding
(Austria) GmbH

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