

# Assumptions & Surcharges



## Assumptions that underpin our tariff proposal

- Your current or expected shipping volume and profile as known to DHL at the time this offer was prepared, is the basis for this tariff proposal.
- Should your actual shipping volume or profile significantly deviate from provided shipping volume; our tariff quotation needs to be adjusted accordingly.
- DHL tariffs are valid on a door-to-door basis and apply for business to business shipments only.
- Our tariff proposal is based on DHL standard operational and administrative processes.
- Tariffs will be subject to operational validation.
- Eventual retroactively requested services will be subject to further negotiation.

## Not included in our tariff proposal...

- Proposed tariffs are exclusive of fuel surcharge and are subject to unforeseen charges that are out of control of DHL, i.e. Road toll, Security, currency exchange rates and any surcharges that could not be reasonably anticipated in the preparation of this proposal.
- Tariffs are exclusive of VAT, duties & taxes, insurance, customs clearance, related documents and other additional services.
- More information on our wide spectrum of additional services can be found in this document under the tab 'value-added services'.

## Fuel

- DHL Freight applies a flexible fuel surcharge which is based on the percentage that fuel cost represents in the total freight cost.
- The calculation of the fuel Surcharge is based on the EU Bulletin (EU-28) and will apply for all countries.
- The advantages of this European flexible fuel surcharge are:
  - One fuel surcharge for all markets within Europe.
  - Fuel surcharge is transparent: a separate line-item on your invoice.
  - Fuel surcharge is directly linked to fuel price fluctuations.
- The fuel surcharge is reviewed once per month.
- DHL Freight will not accept a negative fuel surcharge
- The current fuel surcharge and historic data are available on request.

## Currency

- Tariffs are quoted in EURO.
- The rates are based on the exchange rates of the euro at the moment of the proposal, as shown on the rates sheet.
- In case of currency fluctuations DHL Freight reserves the right to modify rates or apply a currency adjustment factor during the agreed period of validity.

## Extra waiting time

The following time for loading and unloading is in the tariffs:

- For international full load shipments 2 hour(s) for loading and 2 hour(s) for unloading.
- For international partload shipments 1 hour(s) for loading and 1 hour(s) for unloading.
- International groupage shipments have to be loaded immediately, after 0,5 hour waiting time will be invoiced.
- For Benelux shipments 0,5 hour for loading and 0,5 hour for unloading.
- Waiting time in addition to above allowances for international transports is charged at €60,00 per started additional hour.
- Waiting time in addition to above allowances for Benelux transports is charged at €60,00 per started additional hour.

**Booking and Cancellation**

- Pre-advise / booking needs to be sent to DHL on the day before loading :
  - Export
    - For international full load and partload shipments, until 14.00 hours.
    - For international groupage shipments, until 16.00 hours.
    - For Benelux Shipments, until 14.00 hours.
  - Import
    - For international full load and partload shipments, until 14.00 hours.
    - For international groupage shipments, until 14.00 hours.
    - For Benelux Shipments, until 14.00 hours.
- Pick-up and deliveries are made, in principle, during normal working hours: Monday till Friday from 08.00 to 17.00 hours.
- A booking for a shipment can be cancelled free of charge on the working day before scheduled collection:
  - Export / Import
    - For international full load and partload shipments, until 14.00 hours.
    - For international groupage shipments, until 14.00 hours.
    - For Benelux Shipments, until 14.00 hours.
- Cancellations can only be made during normal working hours: Monday till Friday from 08.00 to 17.00 hours.
- In case shipments are cancelled after above mentioned cancellation deadlines, 75% of the normal shipment price will be charged.
- In case shipments are cancelled as from 2 hours before loading up until when the driver is at the loadingplace, 100% of the normal shipment price will be charged.