

## 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.
- In case no specific tariff is agreed upon, the executed transport will be charged based on the standard DHL tariff.

## 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 & Surcharges**'.

## Fuel surcharge

- 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-27) and will apply for all countries.
- The advantages of the DHL Freight NL 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 our website : [Evolution of Fuel Surcharge Netherlands](#)

## 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 hours for loading and 2 hours for unloading.
- For international\*\* partload shipments 1 hour for loading and 1 hour 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. (1 hour in case of shipments > 6 loading meter)
- Waiting time in addition to above allowances is charged according to the value mentioned in our 'Value-added & Surcharges'.
  - \* Benelux refers to shipments within the Netherlands, Belgium & Luxembourg as well as shipments from or to these countries.
  - \*\* International refers to all shipments with exception of Benelux as mentioned above.

## 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 16.00 hours.
  - Import
    - For international full load and partload shipments, until 14.00 hours.
    - For international groupage shipments, until 16.00 hours.
    - For Benelux Shipments, until 16.00 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 17.00 hours.
    - For international groupage shipments, until 17.00 hours.
    - For Benelux Shipments until 4 hours before scheduled loading.
- 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, a charge will apply according to the values mentioned in our '**Value-added & Surcharges**'.
- In case shipments are cancelled as from 2 hours before loading up until when the driver is at the loadingplace, charged according to the value mentioned in our '**Value-added & Surcharges**'.