

Fixed Delivery Date Specific Conditions

DHL FREIGHT EUROCONNECT - FIXED DELIVERY DATE - Specific Trading Conditions ("FDD Terms")

0. General

For the FIXED DELIVERY DATE feature of cross-border EUROCONNECT shipments ("FDD"), in addition to our general Terms and Conditions ("General Terms"), these FDD Terms apply which have precedence over our General Terms where applicable. For shipments which comply with these FDD Terms, the agreed day of delivery is binding, subject only to the applicable exclusions below.

In case the shipment does not comply with these FDD Terms, DHL Freight may ask for instructions and a surcharge may be applied. If DHL Freight decides not to ask for instructions for any reason or if no instructions are received from the Customer within a reasonable period of time, DHL Freight will treat the shipment as a standard DHL FREIGHT EUROCONNECT shipment, against the applicable rates and with non-binding standard lead times, as long as the shipment complies with our General Terms.

Goods with a value of more than € 50,000 per package and € 100,000 per shipment must be pre-advised by Customer as they are not permitted for carriage without DHL's prior express written consent, and any such high value shipments may be subject to an extra charge, which DHL will inform Customer of prior to pick-up. Such notification shall not increase DHL's liability, which remains strictly limited by our General Terms.

1. FDD Service scope

FDD offers delivery on a specified day as well as up to five working days (Monday to Friday, not including public holidays) of temporary storage. It is available for crossborder EUROCONNECT shipments which comply with these FDD Terms. It is available on all cross-border lanes for which a standard EUROCONNECT lead time is offered, as can be found in the DHL Freight Lead Time Calculator at: [European Road Freight Transit Time Calculator](#)

It is not available for Dangerous Goods shipments, waste and substances hazardous to water according to the relevant law in the country of destination, such as – for Germany – the German Water Act (Wasserhaushaltsgesetz). It is also not available for the prohibited goods listed in our General Terms, for pharmaceuticals and for temperature sensitive and perishable goods.

2. FDD maximum shipment weight and dimensions

- Maximum weight per shipment: 2.500 kg (chargeable weight);
- Maximum measures per item: 400 cm length, 220 cm width, 220 cm height;
- Maximum weight per item: 1.500 kg (gross weight).

3. FDD Service conditions

DHL Freight is only obliged to deliver the goods on the agreed delivery date 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).
- Recipient must accept delivery of the shipment during standard working hours, immediately after truck arrival at his premises;
- Shipment must be clearly pre-advised and marked by Customer as a DHL FREIGHT EUROCONNECT with FIXED DELIVERY DATE shipment.
- Customs requirements at clause 7 must be met.
- Deliveries to specific time windows must be agreed in advance with the Customer's Freight Customer Service contact and such delivery times are not binding.

4. FDD transit times

FDD transit times correspond to the regular EUROCONNECT transit times plus 1-5 working days of temporary storage.

The transit time commences with collection from the consignor and ends with delivery at the consignee. Standard transit times for EUROCONNECT can be looked up in the Lead Time Calculator at:

[European Road Freight Transit Time Calculator](#)

This takes account of weekends, bank holidays (with the exception of bank holidays in countries where no transshipment takes place*) and planned seasonal limitations but does not consider unplanned seasonal limitations or other influences to transport operations, such as customs delays or severe disruptions to traffic. Customer must add at least one but no more than 5 days to the date generated by the Lead Time Calculator.

5. Pick-up & delivery outside standard working hours or to restricted areas

Collections and deliveries outside standard working hours or to restricted areas will be carried out by special arrangement only. They are subject to a surcharge*. Agreed fixed delivery dates are not binding in case of collections and deliveries outside standard working hours.

6. Additional exclusions from binding delivery date commitment:

In relation to the following, the delivery date will not be binding:

- Delivery to private households (B2C);
- 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 is not correctly calculated in accordance with Clause 4; Unpacked goods or goods not adequately packed for transport;
- Shipments which require a delivery pre-advice or book-in.

7. Customs Clearance restrictions FDD

FDD only accepts shipments under customs clearance where DHL Freight has received the order to do the customs clearance and for which Customer has provided DHL Freight with a valid Power of Attorney for the customs execution. Only the following Incoterms are allowed for such shipments: DDP, DAP and EXW. A delivery date will only be binding for shipments under the following conditions:

- All customs documents are provided, and are complete and valid;
- All pre-payments of duties and taxes 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.

** Further details are available from Freight Customer Service.*