



DOMESTIC DHL HOME DELIVERY
TERMS AND CONDITIONS
FOR CONSIGNEE
SELECTED AND PAID
SERVICES

Terms and Conditions for consignee selected and paid services



1. Company information

www.advice.se.freight.dhl.com is provided by DHL Freight (Sweden) AB with VAT number 556103-0437. Information & images on the website are owned by the company or partners and may not be copied without permission.

2. Prices

Each service is stated including VAT in Swedish kronor. The summary shows the total price including all fees.

3.1 Payment

Payment is made through the selected payment method at checkout. The payment method is provided by Worldline/Bambora together with partners.

3.2 Card payment

Cross payments are accepted by Visa, MasterCard and Maestro. Your payment card will be debited directly.

3.3 Swish payment

Payment via Swish is accepted. Your account will be debited directly.

4.1 Damaged or incorrect goods

Report packaging damage to your shipment directly to the driver upon delivery. Damage or inaccuracies discovered during unpacking should be reported as soon as possible to the supplier from whom you ordered the goods.

4.2 Received delivery time

Delivery options or additional services that you have chosen and paid a surcharge for cannot be canceled and are non-refundable.

If you paid a surcharge to DHL Freight (Sweden) AB for delivery in a time window, you are entitled to a refund of the surcharge if the delivery did not take place in the chosen time window. Contact DHL via the email form in the website's menu. Any consequential costs related to the fact that the delivery did not take place in the chosen time window will not be reimbursed.

4.3 Digital advance receipt

Digital pre-receipt (BankID or FREJA eID+) gives you the opportunity to choose "Delivery without receipt", or to let someone else receive/collect the shipment by showing the QR code created by the receipt. Remember to protect the QR code, which is a valuable document and allows anyone to receive or collect your shipment.

4.4 Delivery without receipt

When you choose the delivery method "Delivery without receipt", i.e. that the shipment is dropped off outside your home without you being there to receive it, it means that you are responsible for any loss through theft or damage due to external factors such as vandalism or weather after DHL has delivered the shipment to your address. Delivery without receipt is only carried out outside single-family homes, villas and the like, not outside or inside apartment buildings. Delivery status updates available on DHL Freight's various tracking pages are considered confirmation that

delivery has taken place. Upon delivery, DHL may take a photo as confirmation.

7. Processing of personal data

In order to receive, manage and deliver your order, DHL Freight (Sweden) AB will process your personal data. All our processing of personal data takes place in accordance with applicable personal data legislation. You can read more about how we process your personal data under Appendix 1, Personal data processing.

8. Contact & Customer service

Our contact details can be found in the website menu.

9.1 Force Majeure

Force Majeure such as war, widespread labor conflict, blockade, fire, environmental disaster, spread of serious infection or other circumstances that the party does not control and which prevents the party from fulfilling its obligations and relieves the party from this. Such exemption applies on condition that the activity cannot be carried out under these circumstances. The other party shall be informed immediately of any circumstances that may apply this provision.

9.2 Amendment of contractual terms and conditions

After the customer has made a purchase, DHL Freight (Sweden) AB does not have the right to change the terms of the current purchase unless otherwise agreed.

9.2 Change of contract terms

After the customer has made a purchase, DHL Freight (Sweden) AB is not entitled to change the terms of the current purchase unless otherwise agreed.

9.3 Complaints

If the customer has complaints, these can be submitted via our contact form in the website's menu.

9.4 Disputes & laws

Swedish law shall apply to all purchases under these terms and conditions. Disputes about purchases under these terms and conditions shall be settled by the Swedish general court.

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Appendix 1, Processing of Personal Data

DHL Freight (Sweden) AB, VAT no. 556103-0437, processes Personal Data in connection with trading on <http://www.advice.se.freight.dhl.com> and is the Data Controller for the processing. Personal Data is processed to enable DHL Freight (Sweden) AB to provide its services for the following purposes (the "Purposes"):

- For the fulfillment of agreements/contracts
- For compliance with legal requirements
- To receive and process your orders and send your goods to you
- To send you SMS notifications on delivery status
- To be able to answer your sent in questions
- To send you, your chosen surveys that allow you to influence DHL Freight (Sweden) AB's offers and services.

The data processed is the data you provide, e.g. when you place orders, contact customer service or any matters related to the terms in this agreement. The information you provide includes, for example, contact information, delivery address and ordered goods ("Personal Data"). The Personal Data is mandatory for DHL Freight (Sweden) AB to achieve the Purposes.

The legal basis for the processing is to fulfill its obligations to its customers and to fulfill the agreements entered. The personal data can be shared with authorities and other parties that DHL Freight (Sweden) AB engages, to achieve the Purposes, e.g. for delivery. If such processing of Personal Data takes place, it will be done with the utmost respect for the Data Subject and with absolute compliance with the law. If these parties are based in countries outside the EU/EEA and the European Commission does not consider that the country ensures an adequate level of protection, the possible transfer to a third country will be done with respect to the Commission's standard contractual clauses for the transfer of personal data to a country outside the EU/EEA, see Articles 45-46 of Regulation 2016/679 ("GDPR"). These standard contractual clauses can be accessed on below link: <http://ec.europa.eu/justice/data-protection/international-transfers/transfer/>.

The processing of Personal Data will continue for as long as it is necessary to fulfill the Purposes or as long as DHL Freight (Sweden) AB is obliged to do so. Thereafter, your Personal Data will be deleted.

If you have any questions about the processing of your Personal Data, you can contact DHL Freight (Sweden) AB via SEFreightGDPR@dhl.com. You can also use this address if you want to exercise your rights as a data subject under the GDPR.

Read more about DHL Freight's privacy policy at <https://www.dhl.com/se-sv/home/fotnot/integritetsvillkor.html>

Please note that the rights under the GDPR are not absolute and the claim of a right, does not necessarily need to lead to an action. Your rights under the GDPR are the following:

- Right of Access - According to Article 15 GDPR, you have the right to access your Personal Data and to be informed about the processing. That information is contained in this document.
- Right to Rectification - Under Article 16 GDPR, without undue delay you have the right to obtain the rectification of inaccurate personal data concerning you. Taking into account the purpose of the processing, you also have the right to have incomplete personal data, completed.
- Right to Erasure ("right to be forgotten") - In certain cases, you have the right to have your Personal Data erased pursuant to Article 17 GDPR.
- Right to Restriction of use - In certain cases, under Article 18 GDPR, you have the right to restrict the processing of your Personal Data.
- Right to Data Portability - Under Article 20 GDPR, you have the right to obtain your Personal Data in a structured, commonly used and machine-readable format. You also have the right to transmit your data to another Data Controller.
- Right to Object - Under Article 21 GDPR, you have the right to object to certain processing of your Personal Data, such as processing based on the legitimate interests of Test AB.

Finally, you have the right to lodge a complaint with the Swedish Data Protection Authority, which can be contacted via imy@imy.se or 08-657 61 00.