

PLEASE READ THE FOLLOWING CAREFULLY

ACCEPTANCE OF THIS QUOTATION MEANS ACCEPTANCE OF THE BELOW CONDITIONS IN

FULL:

GENERAL TERMS

1. **Terms and Conditions:** This booking is subject to the DHL Express Terms and Conditions of Carriage (available at www.dhl.xxx).
2. **CANCELLATION: ONCE YOU BOOK THIS SHIPMENT, YOU MAY NOT CANCEL IT WITHOUT OUR AGREEMENT. WHERE A BOOKING IS CANCELLED (OR DEEMED CANCELLED) THE CANCELLATION CHARGES SET OUT BELOW WILL APPLY.**
3. **LIABILITY: DHL'S LIABILITY IS LIMITED IN ACCORDANCE WITH CLAUSE 6 OF THE TERMS AND CONDITIONS OF CARRIAGE.**
4. **Transit Times:** Any transit times quoted are provided as a guide only and are not guaranteed. Please note that delivery of this shipment can be delayed, which may be out of DHL's control.
5. **Basis of Quotation:** Any quotes given are based on the information supplied. If this is found to be different after collection then the price may change.
6. **Changes to Charges:** Prices quoted are subject to alteration without notice where necessary due to reasons outside of DHL's control (for example where the shipment information provided is inaccurate; or secondary screening, storage or waiting time is necessary).
7. **VAT, Duties and Taxes:** Unless otherwise stated, all prices exclude VAT, import duties, and other taxes where applicable.
8. **Incoterms:** Unless instructed in writing otherwise, all consignments will be shipped assuming that the DAP (Delivered At Place) Incoterms apply. Any charges resulting from delays in consignee providing customs documentation or payment of duties/taxes will be charged to the consignee or billed back to the shipper/DHL client (including in the case of non-payment by the consignee). You agree to reimburse DHL for all duties, taxes and related charges where the consignee has failed to pay (see section 5 of the Terms and Conditions of Carriage).
9. **Exports:** For export consignments, it is the responsibility of the consignee to have in place any import licences, permits or any other paperwork required by customs in their country.
10. **Deposit:** A non-refundable deposit may be required to secure your booking, payable as specified above. We reserve the right to cancel your booking if any instalment deposit is not paid by the relevant instalment date.
11. **Payment Terms (Account Customers):** Unless otherwise specified in this Quotation, where you hold an existing credit account with DHL Express, and that account is active, the balance of any charges (after payment of any deposit), together with any additional charges, duties and taxes payable will be payable on the same payment terms applicable to your existing account.
12. **Payment Terms (Non-Account Customers):** Unless otherwise specified in this Quotation, where you do not hold an existing credit account with DHL Express, the balance of any charges (after any deposit), along with any additional charges, will be payable in full on receipt of invoice, prior to delivery of the shipment. Duties and taxes will be invoiced directly by the broker to the consignee prior to delivery.
13. **Dangerous Goods:** Dangerous Goods (as defined in Section 2 of the Terms and Conditions of Carriage) are not permitted without DHL's written consent. Where permission has been granted, all Dangerous Goods should be packed and certified in accordance with ADR regulations or acceptable for passenger aircraft as defined by the current IATA Dangerous Goods Regulations. Dangerous Goods which we have quoted to re-pack must be prepared in inner receptacles which are acceptable for passenger aircraft as defined by the current IATA Dangerous Goods Regulations and packed and labelled in accordance with ADR regulations.

CANCELLATION CHARGES

14. You may not cancel a confirmed booking unless agreed by us. If the shipment is not available for collection at the agreed place and time DHL may deem the booking as cancelled.

15. WHERE YOUR BOOKING HAS BEEN CANCELLED (INCLUDING WHERE YOUR BOOKING IS DEEMED TO BE CANCELLED) YOU AGREE TO PAY A CANCELLATION FEE AS SET OUT BELOW

Cancellations made before the day of collection:

Fee Type	Amount	Details
Standard Cancellation Fee	€XXX	Applies to all cancelled bookings, regardless of cancellation date / time.

Additional Cancellation Fee	Variable – at cost	<i>Applies in addition to the Standard Cancellation Fee and will be calculated on an 'at cost' basis, based on the DHL's irrecoverable costs incurred in connection with the cancelled booking, may include, but are not limited to, logistical preparations and any third-party fees directly relating to the planned movement</i>
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Cancellations made on or after the day of collection

Unless otherwise agreed by DHL in writing, the **full charge** of the booking will be charged.

If you have any further enquiries or wish to book this shipment please do not hesitate to contact either myself or another member of the Special Services Group on email at specialservices.xx@dhl.com.