DPD Manual

Parcel Services

Version: 2025-10

NETWORK MEMBER OF GEOPOST

DPD Manual
Parcel Services

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DPD Manual
Parcel Services

Foreword

Flexibility is the cornerstone of the Services provided by DPD and is of the utmost importance to her principals. That is why DPD has developed this comprehensive manual, which contains the details and processes with regards to our logistic solutions and the possibilities we offer to our principals. These processes allow a large number of combinations, so you can choose the products which suit your exact needs.

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PART A. DEFINITIONS

The logistics sector uses a great number of terms and concepts which are unknown or unfamiliar to the 'outside world'. For that reason, all terms are used in the DPD Manual are defined below. When a term is used in the text, it will be recognizable by the first letters being a capital letter.

2. Definitions

What do all these logistics terms mean?

1.1. ADR: the most recent version of the European Agreement concerning the International Carriage of Dangerous Goods by Road and the guidelines as published by the Publication Series Dangerous substances (in Dutch: Publicatiereeks Gevaarlijke stoffen), including related regulations. The ADR is statutory law for all forwarding services agreements concluded between you and DPD.

1.2. Chemical Substance: any substance falling within the scope of the latest version of the Substances Directive (Directive 67/548), the European REACH regulation (regulation 1907/2006) and the Regulation on the export and import of dangerous chemicals (Regulation 689/2008 EC).

1.3. Consignee: the legal entity or natural person to whom Parcels are to be delivered.

1.4. Customs formalities: performing administrative acts to forward the Parcel from the EU to a destination outside the EU.

1.5. Customs value: the invoice value of the goods per Parcel in accordance, and if necessary amended, with customs laws and regulations in the country of import.

1.6. DPD: DPD (Nederland) B.V., a company organized under the laws of the Netherlands with limited liability, whose corporate seat is in Oirschot (5688 HA) at Westfields 1410, the Netherlands, registered in the Trade Register of the Chamber of Commerce under number 09118128.

1.7. DPD International Express: Service whereby DPD forwards the Parcels by engaging carriers to transport parcels by road or air.

1.8. DPD Business (formerly known as DPD Classic): Service whereby DPD engages carriers to deliver the Parcel to a Consignee who acts in the exercise of a profession or business.

1.9. DPD Classic: is now known as DPD Business;

1.10. DPD Home: Service whereby DPD has the Parcel forwarded to a private person/consumer;

1.11. DPD ParcelLetter: the delivery of a Parcel via a mailbox without proof of delivery.

1.12. DPD Parcel Locker: an unmanned pickup and delivery point for Parcels in the DPD network.

1.13. DPD Pickup Parcelshop: is now known as DPD Service Point;

1.14. DPD Service Point (formerly known as DPD Pickup Parcelshop): a manned pickup, delivery and drop-off point for Parcels in the DPD network.

1.15. Forwarding services: the engagement of carriers by DPD on behalf of the Principal to transport Parcels.

1.16. DPD Out of Home (formerly known as DPD Pickup Services): Service whereby DPD instructs the carrier to deliver the Parcel to, or collect it from, a DPD Parcel Point or DPD Parcel Locker. This includes the options DPD Shop2shop (shipping and delivery) and DPD Shop (delivery).

1.17. Geodata: a digital file which contains information such as but not limited to the name and address information of the Consignee as well as the selected options for the Forwarding Services.

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1.18. Legal Provisions: any administrative decision, any treaty, convention, law and any (other) regulation from an international, national or local government body or authority, which is applicable to the forwarding services.
1.19. Limited Quantities: the carriage of dangerous goods in Limited Quantities in accordance with the provisions of the ADR.
1.20. Parcel: the Parcel to which the forwarding order to DPD relates.
1.21. Parcel Label: the label with instructions attached to a Parcel.
1.22. Product packaging: A packaging that is inextricably linked to the product and on which product-related information is printed.
1.23. Proof of Delivery: like a proof agreement, we agree with you that at least the following circumstances each provide proof that a Parcel has been delivered to the Consignee: a) a statement by the Consignee that he has received the Parcel; b) a statement from the carrier that he has delivered the Parcel to the Consignee; c) a (digital) signature of a person present at the delivery address on a confirmation of receipt of the Parcel; d) a statement by the Consignee that a Parcel can be placed at a specific location; e) GPS data showing that the carrier has been at or near the delivery address; f) a photo of the delivery address showing the Parcel and an open door (the driver ask people to stand back when taking a photo to avoid anyone being photographed without their permission); g) a digital confirmation that the Parcel has been received (for example a log showing that a Quick Response code, PIN code or a card has been used);
1.24. Principal (or ‘you’): the principal of DPD in the Services Agreement.
1.25. Service(s): all activities leading to and in connection with the forwarding of Parcels.
1.26. Software: all software (applications and modules) DPD uses and future updates, changes, bug fixes, and patches which are applicable to the software (modules).
1.27. Statistical value: the invoice value of the goods per Parcel, if necessary corrected in accordance with customs laws and regulations in the country of export.
1.28. Transit Document(s): the (air transportation) consignment note, distribution list, CMR list, the Geodata or the Parcel Label whereby DPD acknowledges the receipt of a Parcel and commits to the delivery thereof by engaging carriers.
1.29. Transit Time: the time between the consignment of a Parcel to the carrier and the delivery to the Consignee.

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PART B. THE SHIPPING OF PARCELS

3. Geodata and login codes

3.1. Creating a Parcel Label

It is important that you complete the steps below and enter the correct and complete information in the shipping system. You are yourself responsible for this, even if you outsource this work to a third party. DPD is not liable for the consequences of not or incorrectly completing the steps or if you enter incomplete or incorrect data required for the shipping and invoicing of the Parcel.

3.2. The following steps must be followed.

Step 1. Check if the Parcel meets the requirements as described in this DPD Manual.

Step 2. You must create a Parcel Label for each Parcel using the Software made available by DPD, in accordance with the specifications provided by DPD (https://www.dpd.com/nl/nl/support/labeltools/). You do this by creating a shipping order. The following data must be entered into the Software: the shipping and delivery location (this cannot be a PO box), the country code, the desired product, the weight of the Parcel, the scan code such as the category of the Parcel (for example NP or SP), the desired options, the name and the (preferably mobile) phone number or email address of the Consignee. Regarding international shipments other data may be required (e.g. regarding shipments to the United Kingdom). For questions you can contact the CustomerIT department via email customerit@dpd.nl.

Step 3. DPD performs the Customs formalities on the basis of the information and documents provided by you, which is at least an invoice per Parcel (in the case of MPS shipments, the invoice must be attached to the first Parcel). You must ensure that the information is complete and correct. If you take care of customs formalities yourself or have them performed by a third party, you can only offer the Parcel if this method and the related conditions have been agreed in advance with DPD. If you outsource the processes to a third party, DPD is not liable for any damage resulting from the acts or omissions of the third party.

Step 4. After completion of the aforementioned steps you can save and print the shipment order. During the printing of the shipment order, the Parcel labels are generated and the shipment data are direct automatically sent to DPD provided you have a working internet connection.

Step 5. You ensure 100% transfer of Geodata between you and DPD. This also applies to third parties who offer this as a service. Do not send pre-alert data from Parcel labels that will not be physically used. This causes inaccuracies in the DPD systems because DPD assumes that more Parcels need to be picked up. Periodic data can be sent at intervals of a maximum of 15 minutes compared to the physical collection time of the Parcels.

Step 6. If the Geodata has not been received or has been received incomplete by DPD because, for example, you have not printed the Parcel Label, services can't be provided. When the Parcel Label has been printed, you attach the Parcel Label inseparably to the Parcel. In the event of malfunctions and errors, it is impossible to print a copy of the label. If you have not agreed a fixed collection time with DPD, you must also create a collection order within the DPD Software as soon as the Parcels are ready for shipment.

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Step 7. **Please take note of the following!** Parcels may absolutely not be handed over to the driver if DPD has not received the Geodata. This will result in delays in the shipping process for which DPD is not liable.

Step 8. Parcel Labels must be undamaged and the printed text must be readable. Any information written on the Parcel Label, such as stickers with further instructions or extra information cannot be processed and is therefore not a part of the agreement with DPD.

3.3. Software Principal

If you want to use Parcel Labels generated by software that you have developed yourself, you should submit for approval at least 10 test labels to the CustomerIT department via e-mail address customerIT@dpd.nl . You can only create Parcel Labels with the help of your own software after explicit written consent of DPD. Due to continuous developments in the software, DPD can set new requirements for the Parcel Labels. DPD is not liable for the costs associated with adapting the Software in accordance with the new requirements.

3.4. Postal code table

The postal code table is necessary in order to have the Parcels send to the right addresses and requires updating three times per year or as many times as necessary. An update can take place automatically and sometimes you must give permission for the DPD updates in the online application. What applies to you depends on the software you use. If you use your own software to create Parcel Labels you must update the postal code table yourself. DPD will inform you when updating is necessary. After you have updated the postal code table you must send DPD a Parcel Label for testing purposes, which DPD must approve. If you have questions on the postal code table, please feel free to contact our CustomerIT department.

Please take note of the following! If you fail to update the postal code table on time, Services can't be provided or delays may arise in the shipping process for which DPD is not liable.

3.5. Login codes

The login codes for Software (and any other Software) which are provided to you are strictly personal. You are not allowed to disclose the login codes to third parties or have third parties use these login codes, unless DPD has consented explicitly and in writing. The latter does not apply to the creation of local accounts within the DPD Software.

3.6. Higher costs

DPD has the right to invoice a surcharge if the Parcel Label/the Geodata has not been properly created / entered / filled in. For example when a DPD Business (B2B) Parcel Label has been created while a DPD Home (B2C) Parcel Label should have been created and when your data has not been sent to DPD on time (i.e. before the Parcels have arrived in the DPD depot). But also in the event that your postcode table has not been updated on time.

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4. What are the minimum requirements for a Parcel?

4.1. Packaging requirements

Parcels are sorted mechanically. As such, any Parcel must withstand a diagonal-fall test from a height of 80 cm and have a pressure resistance of at least 100 kg. The Parcel may not be packaged with shiny or reflective packaging materials (such as transparent plastic) or dark (such as black) packaging materials. Parcels must be packaged tear-free and watertight and in such a way the contents cannot move inside of the container. This requires a proper packaging that must be used for both the inside and the outside of the container. Only product packaging does not suffice. Furthermore, the Parcel must have tape applied in such a way that it is impossible to open the Parcel without leaving traces thereof and in such a way that it is weather- rain and/or snow resistant.

4.2. When the packaging does not meet the minimum requirements

If the Parcel does not meet the above requirements, DPD may nevertheless decide to handle the Parcel for an additional fee. DPD may also decide, at its sole discretion, to return the Parcel or store it and contact you for instructions.. The latter takes place at the expense of the Principal.

4.3. Content of Parcel

DPD does not forward all types of goods. A list of prohibited goods can be found in the DPD General Terms and Conditions. If the Consignee of the Parcel is established outside the EU, the Parcel must also comply with additional (customs) laws and regulations such as for example additional regulations for medicines or electronic cigarettes. Before sending the Parcel, you should check whether the goods are permitted and/or whether the goods may be imported into the country of destination.

4.4. Request for approval DPD

Buckets, cans, jerry cans and other goods prone to fracture or break, such as glass, pottery, ceramics, stone, hard plastics, sugar- or chocolate confectionery or cast-iron object must be packaged in a container which has been approved by DPD in advance and in writing.

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4.5. Controls

Customs and other authorized government bodies may inspect the Parcel. This is usually done on the basis of the submitted customs declaration or on the basis of a random sample. The Parcel can be opened during an inspection. After opening, Customs will seal the Parcel and attaches a sticker on the Parcel or DPD seals the Parcel with a regular tape so that it is visually visible to every official that the Parcel has been checked. DPD is on your behalf present at the inspection.

DPD can also inspect the Parcel itself. It goes without saying that DPD will never open a Parcel without a good reason. DPD opens Parcels in order to comply with the AEO guidelines. But DPD also opens a Parcel if DPD suspects dangerous contents or if the Parcel is damaged. After opening, DPD attaches a sticker on the Parcel and closes the Parcel with regular tape so that it is visible that the Parcel has been checked.

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5. Which dimensions / weight can a Parcel have?

5.1. Maximum dimensions and weight

Within the Geopost Network, these maximum dimensions and weights apply, unless otherwise stated in this article. Parcels are divided up into two categories: Small Parcels and Normal Parcels. Small Parcels (SP) may have a weight up to 3 kg; a length up to 50 cm and a circumference (double the width plus double the height plus length) up to 111 cm. Normal Parcels (NP) may have a weight up to 31,5 kg; a length up to 175 cm and a circumference (double the width plus double the height plus length) up to of 300 cm.

5.2. Non Standard Parcel (NSP)

A Parcel is considered a Non Standard Parcel if it meets one of the underneath criteria.

1. A Parcel has a length or is measured diagonally longer than 130 cm;
2. The Parcel is heavier than 20 kilograms;
3. The Parcel has an unstable, irregular shape (sphere, cylinder, roll);
4. The Parcel is not, or is not properly packaged, according to the packaging guidelines (see https://www.dpd.com/nl/nl/support/inpakken/);
5. The label on the Parcel is missing or is difficult to read;
6. A Parcel that, for whatever reason, requires additional manual handling or sortation.

In the case of a Non Standard Parcel the Principal must pay an additional surcharge.

Which additional surcharge applies depends on the number of NSP Parcels in relation to the total number of Parcels. The latter determines in which category the Principal will be classified. DPD may at any time, at its sole discretion, amend the selection criteria for the classification or classify the Principal in a different category. The amended selection criteria or classification will apply immediately after the date of written notification to the Principal.

5.3. DPD ParcelLetter

A ParcelLetter has a maximum size of 36 (L)x 26 (W) x 3 (H) cm. The weight of a DPD ParcelLetter may not exceed 1 kg within the Netherlands.

5.4. Delivery through DPD International Express

A Parcel transported by air may have a maximum volumetric weight up to 1 m³ = 200 kg. Volume metric weight is calculated as follows: length x width x height in cm / 5,000. Please take note of the following! The actual weight of a Parcel may be up to maximum of 31,5 kg and per shipment up to a maximum of 70 kg. Claims are not paid on the basis of the volumetric weight, but on the basis of the actual weight. Shipments which exceed the maximum weight are subject to a surcharge determined by DPD. Surcharges may be found at www.dpd.nl/surcharges.

Furthermore, a Parcel may have a maximum length of 175 cm and a circumference of 300 cm and minimum dimensions of 23 x 16 cm. Parcels which exceed the maximum length are subject to a surcharge determined by DPD. Surcharges may be found at www.dpd.nl/toeslagen.

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5.5. Shipping, delivery, returns through DPD Parcel Point / DPD Parcel Locker

DPD Parcel Point
Parcel are divided up into three categories: Small Parcels, Normal Parcels and Large Parcels.
Small Parcels (SP) may have a maximum weight up to 3 kg; a length up to 100 cm, a maximum width of 50 cm, a maximum height of 50 cm, and a circumference (two times width plus two times the height plus one times the length) up to of 250 cm.

Normal Parcels (NP) are larger and heavier than SP and may have a maximum weight up to 10,0 kg; a length up to 100 cm, a maximum width of 50 cm, a maximum height of 50 cm, and a circumference (two times width plus two times the height plus one times the length) up to of 250 cm.

Large Parcels (LP) are larger and heavier than NP and may have a maximum weight up to 20 kg; a length up to 100 cm, a maximum width of 50 cm, a maximum height of 50 cm, and a circumference (two times width plus two times the height plus one times the length) up to of 250 cm.

DPD Parcel Locker
A Parcel has a maximum dimension of 70 (L) x 39 (W) x 55 (H) cm. Parcels may not weigh more than 20 kilograms.

5.6. DPD Tyre
A parcel containing car tyres has a maximum length of 175 cm and a maximum circumference of 290 cm Parcels may not weigh more than 31.5 kilograms.

5.7. If the Parcel does not meet the requirements
If the Parcel does not meet one of the above requirements, DPD may nevertheless decide to process the Parcel, in which case an additional fee must be paid. DPD may also decide, at its sole discretion, to return the Parcel or store it. The latter takes place at the expense of the Principal. You will be contacted for instructions.

5.8. Measuring and weighing system
DPD uses calibrated measurement and NMI-certified equipment in order to measure the weight and dimensions of Parcels. The results of measurements with this equipment are binding for Parties without prejudice to evidence to the contrary. Evidence to the contrary must be sent to DPD within 28 days after the invoice date. If the Principal fails to do so, all claims are waived and forfeited.

The maximum dimensions are checked on the basis of the transport packaging. If you apply the absolute maximum dimensions, it is possible that the maximum dimensions will eventually be exceeded because your transport packaging has not retained its original shape during the processing of your Parcel within the logistic process due to, for example, that Parcels are stacked on top of your Parcel, that insufficient transport and / or inner packaging is used or that the weather conditions affect the strength of your packaging.

You must ensure that you exercise sufficient margin with regard to the maximum dimensions and use high-quality transport and / or inner packaging so that the original shape of the transport packaging is maintained and the maximum dimensions are not exceeded if it is lost.

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Please take note of the following! In the event that you use an insufficient margin or use inadequate transport and / or inner packaging, as a result of which the maximum dimensions are exceeded, DPD will enforce the additional surcharge for exceeding the maximum dimensions and set your objection aside.

For the way in which goods can be packed, we would like to refer you to the DPD Packing Instruction. The Packing Instruction can be requested from your local DPD Sales department.

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6. The pickup of a Parcel at an address in the Netherlands work?

6.1. The following steps must be followed.

Step 1. The Parcel Labels must be created through DPD Software and attached in such a way that the Parcel Label cannot be separated from the Parcel on the day the Parcel is scheduled for pickup. The entire shipment of Parcels must be accompanied by a waybill drafted by you. The waybill must state that DPD is the forwarding agent.

Step 2. DPD will only arrange for the pickup Parcels once a day, regardless of the amount of the Parcels scheduled for pickup. DPD and you can mutually agree otherwise.

Step 3. Drivers work on the basis of a strict schedule and therefor drive on the basis of the same predetermined routes. If a specific timeframe for the pickup of Parcels is agreed upon, the Parcels must be ready for pickup at the beginning of – and during – this timeframe. DPD may choose a different timeframe to arrange for the pickup of Parcels due to operational or economic reasons. The Parcels must be accompanied by a waybill, which is to be signed by the driver during pickup. Due to the strict schedule, drivers will only pick up Parcels which are ready for pickup and are placed at either a public road or at a location designated and suitable for the loading of goods.

Step 4. The loading of the Parcels may be a precarious process. For that reason, you must supervise the loading, and you are responsible for the Parcel(s) during this time. **Please take note of the following!** If the Parcels are provided in a self-loaded container, the number of Parcels scanned in the DPD-depot is considered to be the number of Parcels provided to the carrier, unless proof of the contrary can be provided. This also applies if the driver has signed a waybill on which a different number of Parcels is indicated.

6.2. Logistics requires thinking ahead and planning. As such, it is not possible for DPD to arrange the pickup of more Parcels than agreed upon between DPD and you. If there are no, or less, Parcels than agreed upon available for pickup, then DPD will assume that there are no, or fewer, Parcels than the agreed upon Parcels available for pickup. DPD will not contact you in these situations. You will then need to provide DPD with a new order for the Forwarding Services.

6.3. The driver will deliver the Parcel to a DPD depot, where the Parcel Label is then scanned. DPD and you will consider the amount of Parcels scanned at the DPD depot as the amount of Parcels received by the driver. This is also the case if the driver has signed a waybill which states a different number of Parcels, unless evidence to the contrary is provided.

6.4. ParcelLetter

ParcelLetter must be offered to the driver separately from the Parcels. ParcelLetter must be sorted per destination country and each destination country must have its own mailbag.

6.5. Load Optimization

To limit CO2 emissions, DPD strives for an optimal loading of the means of transport. That is why DPD compares the actual space used in the means of transport with the space that has been reserved for you. If there is a significant deviation, DPD reserves the right to organize collection in a different way so that the impact of your Parcels on our environment is reduced. DPD will contact you if a change in the pickup arrangements is necessary.

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Would you also like to contribute to reducing CO2 emissions? Please inform DPD no later than 12:00 h on the day of collection that there are fewer pallets ready than planned. We will do our best to organize the collection of the Parcels with minimal impact on the environment.

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7. When is an advance deposit required?

7.1 Credit Check

DPD may periodically perform a credit check on the Principal.

The following steps must be followed.

Step 1. If the credit check shows that performance of your payment obligations may be breached, then you must pay an advance deposit or supplement on an earlier deposit or any other security DPD considers adequate at the first request of DPD within 5 working days after the request has been made. DPD will only continue to perform its obligations after the advance deposit or the security has been received. DPD retains the right to suspend, set aside or terminate any obligations if no advance deposit or security has been received within 5 working days, without DPD being liable for any damages.

Step 2. If you pay an advance deposit, you will receive a confirmation thereof in writing.

Step 3. The advance deposit will be offset against outstanding invoices, interests, costs and/or other claims:

a. If you have a payment obligation towards DPD;
b. If the agreement with DPD ends;
c. If you are or have been declared to be in suspension of payments / creditor protection or if you are or have been declared bankrupt;
d. If for any reason not mentioned above you are unable to perform the obligations under the agreement with DPD.

Step 4. After any setoff, DPD will inform you at first request of the actual amount of the advance deposit. If the balance is positive after the agreement has ended, this will be paid within two months after the end of the agreement. DPD is under no obligation to pay any interest in relation hereto.

Step 5. DPD retains the right to perform a new credit check at all times, and will do this at least one year after receiving the first advance deposit. On the basis of the outcome of the credit check DPD may decide to refund the advance deposit, to require the advance deposit be supplement or that a new deposit must be paid.

7.2 Prior to receiving Services with regards to Customs

The Customs formalities by DPD may include the preparation of an import declaration. After import, an amount of import duties and/or import VAT may be due. At the request of DPD, the Principal will make an advance payment for the import taxes to be paid. The amount of the advance is at all times at least the total amount of taxes over a period of three weeks.

In addition to taxes, DPD can use the advance to pay fines, penalties or other costs arising from the Services provided by Customs formalities (and/or fees and payments to a Business Units Member regarding customs clearance services) and arising from the actions of the Principal such as, for example, supplying incorrect and/or incomplete information.

Regardless of the deposit at the DPD account, the Principal is at all times obliged to pay the invoiced amounts. Any advance unused at the expiry or termination (opzegging) of the agreement will be refunded to the Principal.

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PART C. SHIPPING TO AN ADDRESS

8. DPD Business

8.1 Transit times

The time of delivery of a Parcel indicated by DPD is indicative and no rights can be derived from this. However, DPD understands that better predictability is of value to you so that you can better inform your end customers about when a Parcel will be delivered. You can use our Day Definite service free of charge via the DPD website. This means that you enter the shipping location (zip code) and a delivery location (zip code), after which an indicative Transit time is shown based on the Cut Off time. Day Definite is only available for DPD Business, DPD Home and DPD Express.

8.2 Delivery attempts

Consignees aren't always at home at the delivery address. That is why DPD will instruct the carrier to deliver a Parcel to the Consignee in the Netherlands at least once, unless DPD instructs the carrier to deliver the Parcel to a different address from the delivery address of the Consignee. With DPD Business DPD will give instruction to the carrier to attempt delivery of the Parcel three times. In case of cross-border destinations, the number of delivery attempts may vary. If a delivery attempt is unsuccessful, then DPD, at its sole discretion, may give the carrier instructions for a different method of delivery. A delivery attempt at the delivery address can also be completely omitted because of a legitimate interest. DPD may at its sole discretion organize deliver of the Parcel to a DPD Parcel Point / DPD Parcel Locker or to return it to the Principal. You will not receive a refund if a delivery attempt is unsuccessful.

8.3 Delivery of the Parcel

Delivery of the Parcel to the Consignee occurs by:

a. issuing the Parcel to any person who has reached the age of majority present at the address of the Consignee, or
b. depositing the Parcel, in case of ParcelLetter, in the mailbox. The driver is not under any obligation to determine the age of the recipient or whether the recipient is authorised or competent to receive the Parcel. In the logistics sector it is important that the right documents are signed. As such, you guarantee that the Consignee or any other person present at the delivery address will provide the Proof of Delivery in such a manner the signor is identifiable;
c. delivery to a DPD Parcel Point where it can be collected by the Consignee;
d. delivery to a DPD Parcel Locker. To this end, the Parcel will be deposited in the DPD Parcel Locker. The Consignee will receive instructions from DPD on how to collect the Parcel. Depending on the type of parcellocker, this is a personal access code, a QR code or a card. If the Consignee provides the access code, QR code or card to a third party, DPD is not liable for the consequences. If the Parcel is not collected according to the instructions, DPD will return it;
e. leave the Parcel at the delivery address without Proof of Delivery, provided that there are special circumstances (such as but not limited to a pandemic) as a result of which delivery by one of the other methods cannot reasonably be expected.

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8.4 Not at home?

If during the first delivery attempt no one is found to accept the Parcel at the address of the Consignee, the following occurs: with DPD Business the delivery address may be changed at your initiative, or at the request of the Consignee, to a different address within the Netherlands, such as a DPD Parcel Point / DPD Parcel Locker. If a delivery attempt is unsuccessful, the Parcel may also be delivered to one of the neighbouring addresses, after which the obligation to deliver the Parcel has been met. The driver will, of course, notify the Consignee of the delivery to this different location. It is not possible to change the delivery address after a Parcel has been delivered to a DPD Parcel Point / DPD Parcel Locker.

8.5 Drop off permission

Many Consignees authorise DPD to arrange delivery of Parcels to other locations than the address of the Consignee. Such authorisations are for a single delivery or for a specific term. You expressly agree that the Parcel – without further notification from DPD – may be delivered to an alternative delivery location provided by the Consignee. The delivery of the Parcel at the alternative delivery location is performed at the sole risk of the Consignee.

8.6 Safety

No delivery will be made to premises which have specific (safety) requirements to enter, such as the wearing of protective gear at a construction site and for example the searching of visitors at prisons.

9. DPD Home

For DPD Home are the following deviations applicable:

9.1 Delivery attempts

At DPD Home, DPD will instruct the carrier to attempt to deliver the Parcel once.

9.2 Nobody home

With DPD Home, the Parcel will be delivered to at a neighbour of a delivery address or a DPD Parcel Point / DPD Parcel Locker the next day at the latest.

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10. DPD ParcelLetter

ParcelLetter is a service for delivery of Parcels via a mailbox without proof of delivery. This Service is limited to destinations within the Netherlands.

10.1 Delivery attempts

At DPD ParcelLetter, a maximum of one delivery attempt will be made to the Consignee in the Netherlands, unless the mailbox is too full, too small or not present. In most cases, the carrier will ring the doorbell to hand over the Parcel. If delivery is not successful, a delivery attempt will follow at an adjacent address, if this delivery attempt is not successful, the Parcel will be delivered to a DPD Parcel Point / DPD Parcel Locker after which the handover takes place after a signature for receipt has been made.

10.2 Adjacent address

If delivery to the Consignee is not possible, a delivery attempt will follow to an adjacent address. If this delivery attempt fails, the DPD ParcelLetter will be delivered to a DPD Parcel point / DPD Parcel Locker

10.3 Combination with Options

DPD ParcelLetter is not possible with additional Services.

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11. DPD Predict

11.1 Predict is the sending of a message through email or SMS to the Consignee prior to the delivery of the Parcel with an indication of the delivery time. This indication is non-binding. If the Consignee wishes to have the Parcel delivered on a different day, at a new address, at an different Parcel Point or with drop off permission these options are available.

11.2 For the Predict option the following applies:

1. You must check whether Predict is available.
2. DPD will send the Consignee an email or SMS-message regarding the delivery day and the timeframe within which the Parcel is likely to be delivered by the carrier prior to the first delivery attempt. If the Consignee wishes to receive the Parcel on another day or a different timeframe these options are available.

11.3 Please take note of the following! You can also change the delivery address by contacting the Customer Service Department of DPD. While DPD will use reasonable efforts to carry out a requested change, the Consignee and you cannot derive any rights from such a request.

11.4 Please take note of the following! DPD is not liable if the email or SMS-message from DPD to the Consignee contains an incorrect delivery date or timeframe, unless in the case of intent or gross negligence.

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12. DPD International Express (by road and by air)

DPD International Express by air is subject to certain rules which apply to both DPD and you.

12.1 Procedure

The sending of a Parcel through DPD International Express is completed through the following steps:

Step 1. DPD International Express is only available if explicitly agreed upon by both you and DPD.

Step 2. You must check whether the Parcel conforms to the maximum size and weight as stipulated in in this DPD Manual.
Please take note of the following! The combined weight of the shipment, including packaging, may not exceed 70 kilograms. Shipments which exceed the maximum weight are subject to a surcharge determined by DPD. Surcharges may be found at www.dpd.nl/surcharges.

Step 3. You must ensure the Parcel can be sent in accordance with applicable Legal Provisions. It is not allowed to send Parcels with forbidden contents, as meant Regulation 300/2008. Parcels are checked for safety, more specifically in the case of random security checks.

Step 4. You are responsible for the correct and complete completion and the provision of five copies of Transit Documents, customs and export documents, delivery note and the invoice. For shipments to countries outside of the EU, all necessary customs and export forms must be visibly attached to the Parcel via an export envelope. If applicable Legal Provisions state a specific Parcel does not require any customs or export forms, at the very least five copies of the invoice (in the English language) should be attached.

Step 5. Transport will take place within the delivery period as specified in the delivery period tables available on www.dpd.nl. In case delivery is not successful DPD will contact you for further instructions.

Step 6. There will be two attempts for the delivery of a Parcel to the Consignee. If the first delivery attempt is unsuccessful, due to the Consignee being unavailable or not willing or able to pay the applicable customs duties, you must provide DPD with new instructions for delivery by the carrier or return of the Parcel. Returns, regardless of the reason, will be invoiced at the applicable rates.

Step 7. DPD retains the right to have complete control over a Parcel, including the destruction thereof, if a return delivery is not possible, if DPD is unable to contact you or new instructions for delivery or return of the Parcel are not given within a reasonable time.

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12.2 'Known Consignor'

Your 'status' is of importance in air transportation. If you are certified as a "Known Consignor" (as defined in Regulation (EG) 300/2008) you guarantee that the Parcels do not contain any items banned from transport and consent that the Parcels may be checked.

12.3 'Unknown Consignor'

If you are not certified as a "Known Consignor" as defined in Regulation (EG) 300/2008 you give permission to subject Parcels to security check as meant in the Regulation. You then also guarantee that the Parcels do not contain any items banned from transport as meant in Regulation EG 300/2008 and other Legal Provisions with regards to civil aviation security (including the Dutch Implementation act of Regulation EG 300/2008).

12.4 Checks and additional costs

If security checks – be it random or compulsory – as required by applicable Legal Provisions are performed on your Parcels you are liable for the costs thereof.

12.5 Please take note of the following!

If the applicable Legal Provisions are violated, you are liable for all direct or indirect damages and/or losses Incurred by DPD or third parties. You indemnify DPD for any claim third parties may have. DPD is not liable towards you for damages to a Parcel, or delays due to the applicable Legal Provisions.

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PART D. DPD OUT OF HOME

13. Shop2Shop

You can send your Parcel, delivered or returned via a manned or unmanned delivery and drop off point for Parcels. Delivery via another delivery method is no longer possible once the Parcel has arrived at the DPD Parcel Point / DPD Parcel Locker. If a Parcel cannot be delivered to the DPD Parcel Point / DPD Parcel Locker that you specified, due to unforeseen circumstances, it will be delivered to the nearest DPD Parcel Point / DPD Parcel Locker.

19.1 Shipping

You can send your Parcel or Parcelletter via the DPD Parcel Point / DPD Parcel Locker.

The following steps must be followed.

Step 1. You check whether a Parcel may be shipped on the basis of this DPD Manual.

Step 2. You check whether the goods are not 'dangerous substances' (ADR or LQ). ADR and LQ are not permitted in a DPD Parcel Point or DPD Parcel Locker.

Step 3. You check whether the goods are not on the list of prohibited goods (see article 5.2. DPD General Terms and Conditions).

Step 4. You create a Parcel Label by using the Software and apply this Parcel Label to the Parcel in such a way that it cannot be removed.
Please take note of the following! You are obligated to enter the correct weight of the Parcel in the Software.

Step 5. You may ship the Parcel through a Parcel point within ten calendar days after the Parcel Label has been created. The Parcel Label expires after this period. You will not receive a refund if the Parcel Label has not been used within the 10 calendar day period. You will receive a receipt after hand over of the Parcel.

10.4 Combination with Options

Shipment from a Parcel point is not possible in combination with ADR, Limited Quantities (LQ), other Services among others Increased liability, DPD Express or DPD International Express.

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14. DPD Shop

You can also have your Parcel or ParcelLetter collected by the Consignee.

14.1 Delivery

The following steps must be followed.

Step 1. You check whether a Parcel may be delivered on the basis of this DPD Manual.

Step 2. You check whether the goods are not 'dangerous substances' (ADR or LQ). ADR and LQ are not permitted in a DPD Pickup Parcel point or Parcel Locker.

Step 3. You check whether the goods are not on the list of prohibited goods (see article 5.2. DPD General Terms and Conditions).

Step 4. You will create a Parcel Label by using the Software. You will indicate that the Parcel must be picked up at a DPD Pickup Parcel point/Parcel Locker by the Consignee.

Step 5. Identification is not required to pick up the Parcel from a Parcel Locker. Before collection you will receive - at DPD's sole discretion - a (PIN) code or a card.
In case of a DPD Pickup parcel shop, the Consignee can pick up the Parcel after checking a valid ID. The Consignee can collect the Parcel after a valid identity document has been checked. The Parcel can only be picked up by someone else than the Consignee if this person has a written and signed authorisation from the Consignee to pick up the Parcel to which must be attached an identification document from the Consignee (such as an ID-card or a passport) and the signature on the identification document matches the signature on the written authorisation.

Step 6. If the Parcel is not collected within 7 calendar days (DPD Pickup parcel shop) or within 5 calendar days (Parcel Locker), it will be returned to you. In this case you are not entitled to a refund of the shipping rate. DPD reserves the right to use a shorter period during peak periods for a faster flow of parcels.

10.5 Combination with Options

Delivery at a DPD Parcel Point / DPD Parcel Locker is possible in combination with DPD Predict, DPD Express and DPD International Express . Delivery at DPD Parcel Point is not possible in combination with other Services such as Increased liability or Parcel with Limited Quantities (LQ).

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PART E. EXPRESS SHIPMENT

15. DPD Guarantee / DPD Business 8:30 / 10:00 / 12:00

15.1 Logistics implementations

If you use our DPD Business Service, you can also use DPD Express after paying a surcharge. DPD offers the following DPD Express Services:

DPD Express - Time Definite Services

Option 1. DPD 8:30: delivery before 8.30 uur (8.30 AM);
Option 2. DPD 10:00: delivery before 10:00 (10:00 AM);
Option 3. DPD 12:00: delivery before 12:00 (12:00 PM).

DPD Guarantee - Day Definite Services

Option 4. Delivery at the end of the working day (in local time) for DPD Guarantee Parcels, depending on the country to which the Parcel is to be delivered.

Please contact the Sales Department for information about the destinations covered by the Service.

Combination with Options

DPD Express shipments are only possible in combination with DPD Business and not possible in combination with other Services and options.

15.2 Delivery Periods

The website www.dpd.nl may be used by you for information regarding destination countries for which these DPD Express Services are available, the exact delivery periods per destination and the postal code areas for which there is no guaranteed delivery period. A workday usually ends at 17:00 (05:00 PM) local time, but may vary per country. If the end of a delivery term ends on a Saturday, Sunday or a nationally recognized public holiday at the destination country, delivery will occur on the next workday. This also applies when the delivery term is extended due to a nationally recognized public holiday in a transit country.

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15.3 Procedure

The sending of a Parcel through DPD Express is completed through the following steps:

Step 1. If you indicate to DPD that a Parcel must be delivered by DPD Express, DPD will provide you with DPD Express tape. You must inform DPD (in coordination with the local DPD-depot) of the number of Parcels which must be delivered within a specific delivery period and the destination(s) of those Parcels.

Step 2. The DPD Express tape provided by DPD must be applied by you to all sides of the Parcel in order for the Parcel to be recognised as such a Parcel in order to guarantee the method of delivery.

Step 3. Customs formalities are required for shipments to countries outside the EU. DPD performs the customs formalities unless you expressly state in advance that you will take care of these yourself or have them taken care of. In the latter, you coordinate a fixed number of topics with DPD, to prepare the customs documents, such as the office of destination for a transit document or the office of departure for an export document. You must provide all necessary documentation, including in any case the invoice per Parcel or per shipment.

Step 4. DPD has not been notified of the chosen option by 12:00 on the day the Parcels are to be picked up, the delivery term cannot be guaranteed.

Step 5. If the service chosen by you is not available at the postal code area of country of destination, the Parcel will be delivered in accordance with a service which approximates the chosen service as closely as possible.

Step 6. If the Parcel cannot be delivered by way of the chosen option, the following applies: DPD will immediately inform you of the failure to deliver on time by telephone or email, with the reasons for the failure, in order to agree upon a different manner of delivery (pro-active return information).

Step 7. If a shipment is not delivered or not delivered on time and this is caused by an act or omission by DPD, then the paid surcharge will be reimbursed. This does not apply if the delivery attempt fails due to an act or omission by the Consignee or by you.

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PART F. RETURNS

16. DPD Shop Return

16.1 Return Shipment

A Parcel may be sent back to you by the Consignee or the recipient through a DPD Parcel Point / DPD Parcel Locker. The following procedure applies:

Step 1. If you wish to use this option, this must be explicitly agreed upon in writing with DPD.
Step 2. You check whether a Parcel may be returned on the basis of this DPD Manual.
Step 3. You check whether the goods are not 'dangerous substances' (ADR or LQ). ADR and LQ are not permitted in a DPD Parcel Point or DPD Parcel Locker.
Step 4. You check whether the goods are not on the list of prohibited goods (see article 5.2. DPD General Terms and Conditions).
Step 5. You provide the Consignee with the Parcel Label and provide him with instructions regarding the return shipment of the Parcel through the DPD Parcel Point / DPD Parcel Locker

16.2 Combination with Options

A return shipment through a DPD Parcel Point / DPD Parcel Locker is not possible in combination with for example Limited Quantities (LQ) and other Services such as Increased liability, DPD Express or DPD International Express .

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17. DPD Collection Request

If you use our DPD Business, you can also have your Parcel collected from a third party.

17.1 The following steps must be followed:

Step 1. The DPD Collection request can be made via DPD Software. If DPD receives the request on a working day before 16:00 (04:00 PM), the first collection attempt will be made within 3 working days. If the first collection attempt is unsuccessful, one more attempt will be made, unless the first attempt was unsuccessful due to (someone at) the pickup location refusing to cooperate with the collection attempt.

Step 2. To ensure that the Parcel can be sent to the Consignee, it must have a Parcel Label. The driver will bring the Parcel Label and will apply the label to the Parcel under the supervision of staff at the collection location.

Step 3. The loading and labelling of Parcels may be a precarious process. For that reason the staff at the collection location must supervise the process, as they are responsible. Staff at the collection location may only give the Parcel to the driver after the driver has provided a receipt. You must inform the staff at the collection location to follow these instructions carefully.

17.2 Combination with Options

DPD Collection Request is a return implementation without additional Services being available.

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PART G. OPTIONS

18. Saturday Delivery

The following steps must be followed.

Step 1. You check www.dpd.nl for the possibilities.
Step 2. You submit through the DPD Software that a Parcel must be delivered on a Saturday.
Step 3. The Parcel will be picked up on Friday. If the Parcel is provided before Friday, it will not be delivered on Saturday.
Step 4. The delivery attempt on Saturday will be before 18:00 (06:00 PM). If the delivery attempt is unsuccessful, another delivery attempt will take place on Monday.

Combination with Options

Saturday Delivery is not possible in combination with the DPD Express.

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19. Limited Quantities

19.1 Dangerous substances

Services are normally excluded when a Parcel contains dangerous substances as meant in article 1 paragraph 1 of the Dutch Act on Transportation of dangerous substances (Wet vervoer gevaarlijke stoffen). Such substances are (non-exhaustive) explosive substances and objects, compressed gasses, liquefied gasses or gasses dissolved under pressure, flammable liquids, flammable solids, spontaneously combustible substances, substances which cause flammable gasses when coming into contact with water, substances which can be used as accelerants, organic peroxides, poisonous substances, infectious substances, corrosive substances and other substances which pose a danger for humans or the environment as meant in article 3 of the Dutch Act on Transportation of dangerous substances.

Services with regards to a Parcel containing Limited Quantities are allowed under certain circumstances, provided DPD explicitly and unambiguously consents with the provision of such Services. In these cases you guarantee meeting the conditions of applicable Legal Provisions, such as, but not necessary limited to the ADR.

If you request services with regards to Limited Quanties, you must provide DPD with an insurance policy which clearly states the necessary coverage. During the provision of Services, you must provide evidence the insurance premiums has been paid and any other information which is relevant to preventing any dangerous situation or to judge a claim. You must keep this information at hand and be able to provide the information as soon as possible.

19.2 Dry Ice / Perishable goods

Legal Provisions, such as but not necessarily limited to the ADR, apply to all Services with regards to dry ice. Please take note of the following! On the basis of the conditions which apply to the Services, DPD is not liable when shipping perishable goods – with or without dry ice.

19.2 Please note! DPD is not liable for damage in relation to the Service in respect of perishable goods, with or without dry ice, on the basis of the general terms and conditions applicable to the Service.

19.3 Please note! Dangerous substances in Limited Quantities can be extremely dangerous and must be taken seriously. If you act in violation of the conditions of this Chapter, you will forfeit a directly due and payable fine of € 25.000 per Parcel. DPD retains the right to claim the entirety of damages and performance of the agreement.

19.4 Combination with Options

Services with regards to Limited Quantities are not possible in combination with other Services. The latter means that (dangerous substances in) limited Quantities are not allowed to be dropped off at or delivered to for instance: DPD Parcel Point (DPD Shop, DPD Shop2Shop, DPD Shop Return), DPD Parcel Locker, Safe Place or at a neighbour of a delivery address.

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20. DPD Age check

DPD Age check is a service in which the Parcel is delivered to anyone who is present at the address of the Consignee or at an alternative delivery location, provided that the person is 18 years or older and the age has been checked on the basis of a passport, driver's license or foreigner's document. This Service is limited to destinations within the Netherlands with the exception of the Wadden Islands (in Dutch: Wadden Eilanden).

20.1 Delivery process

If Parties have agreed that an age check must be performed upon delivery of the Parcel, the driver will ask for a valid ID. After entering the date of birth, type of document and the last 5 digits of the document number, the screen of the hand scanner will state whether the Parcel may be delivered

20.2 Notify Consignee

To be able to perform an age check, you must observe the following conditions:

Step 1. Notify the Consignee in advance that delivery is only possible at the specified address.
The Parcel cannot, at the request of the Consignee, be diverted to a Pickup Parcel point. Furthermore, a delivery to a neighbour and a drop off permission are not allowed. An alternative delivery location is only possible if someone of 18 years or older is present to receive the Parcel.

Step 2. In case the age check takes an unreasonably long time (for example because of the availability of the ID is a problem) then the driver is entitled to take the Parcel back to the depot.

If you have chosen DPD Business (2B), a maximum of 3 delivery attempts will be made. In the case of DPD Home (the Consignee is a consumer), a maximum of 1 delivery attempt will be made, after which the Parcel will be returned to the Principal.

20.3 Alcohol

The Principal guarantees that it complies with alle relevant rule and regulations concerning the sale of alcoholic beverages amongst others the law concerning the online sale of alcoholic beverages which stipulates for example the use of a verification system at the time of sale. The Principal remains legally responsible for properly monitoring compliance with the age requirement throughout the entire process. DPD is not liable for any consequence regarding the (incorrect) processing of an (incorrect) date of birth unless in case of intent or gross negligence on the part of DPD. The Principal indemnifies DPD against DPD acts or omissions unless in case of intent or gross negligence on the part of DPD.

20.4 Combination with Options

DPD Age check is possible in combination with DPD Business, DPD Home, DPD Predict and Increased Liability, but is not possible in combination with other Services such as DPD Parcel Point and DPD ParcelLetter.

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21. Increased liability

21.1 Limitations

For DPD Business and DPD Home services, DPD offers to increase its maximum liability for damage or (partial) loss of a Parcel to a maximum of € 5.000,- per Parcel and for a maximum number of Parcels per month to be determined by DPD. The maximum liability can be increased in steps of € 500 per Parcel. A surcharge is due for the increase in liability. Liability can be increased per month for a maximum of 20 Parcels. If you are insured for the risk of damage to or loss of the Package, liability will not be increased.

Any Parcel that exceeds the maximum number of Parcels per month is excluded from the Increased liability. In that case, the Principal is not entitled to a refund of the surcharge charged.

21.2 To increase liability the following steps must be taken:

Step 1. The request must be submitted via www.dpd.nl before shipment of the Parcel. You enter the required information in the appropriate web page.

Step 2. You pay DPD the surcharge due.

Step 3. You send your request to DPD and you receive confirmation of the request. You must archive the confirmation.

Step 4. If the Parcel has been insured elsewhere, Increased liability is not possible. You are obligated to inform DPD thereof, even if no specific request has been made to do so.

Step 5. DPD is free to insure your application for Increased liability in its own name and at its own expense with an insurer. Acceptance of your claim then depends on the assessment and acceptance of the claim by the insurer involved.

Step 6. Payments will be made subject to the condition that the surcharge has been paid to DPD.

21.3 Please note!

Increased liability does not affect the rights and obligations as set forth in the Agreement, the General Terms and Conditions and this DPD Manual. If DPD is not liable for the damages on the basis of the Agreement, the General Terms and Conditions and this DPD Manual, then the Parcel may not be offered with Increased liability. If the Parcel is offered with Increased liability anyway, no claims based on Increased Liability will be paid.

21.4 Assessment

DPD is free to insure your application for Increased Liability in its own name and at its own expense with an insurer. Acceptance of your claim then depends on the assessment and acceptance of the claim by the insurer involved.

21.5 Combination with Options

The increase in liability is only possible in combination with DPD Business and DPD Home.

21.6 Please note!

Increased liability is not an insurance product as referred to in the Dutch Act on Financial Supervision (in Dutch: “Wet financieel toezicht”).

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22. DPD Tyre

This Service relates to the forwarding of car tyres.

Combination with Options
DPD Tyre is only possible in combination with DPD Business and DPD Home and options DPD Predict and Increased Liability. Not possible with Saturday delivery, DPD Shop2Shop, DPD Shop and DPD Shop Return (and possible other Out of Home options).

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PART H. ADDITIONAL OPTIONS

23. Europallet administration

The costs for europallets (pallets with the EPAL label) may increase over time. In order to limit these costs, DPD returns to you up to a maximum of 94% of the europallets (due to use) which were used by you to submit Parcels under the following cumulative conditions.

Step 1. The europallets with Parcels will be delivered to a DPD hub/depot in the Netherlands where the Parcels are handled for transhipments.

Step 2. The number of submitted europallets will be determined through your comprehensive europallet administration. Only undamaged europallets which are meant for repeated use (excluding disposable pallets) may be registered.

Step 3. The request for the return of europallets must be done In writing and within 3 months after Step 1 has been completed. After this period the europallets will not be returned. A request must be for a minimum of 30 europallets.

Step 4. After a valid request has been made, the europallets will be returned to you no more than once every two weeks. If the request is for less than 30 europallets, you may (at your own cost) pick up the claimed europallets after making an appointment at the DPD Depot where the Parcels have been handled for transhipment.

Step 5. At the end of the agreement all rights regarding the return of europallets are forfeit.

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24. Customs Clearance

24.1 Terms

When the Parcel has to be delivered to a destination outside the EU, several Customs formalities are required. DPD only provides this service under the following conditions:

Step 1. The Principal appoints DPD as customs representative and provides a validly signed power of attorney for this purpose.
Step 2. The Principal provides an invoice of the sales transaction or a replacement document.
Step 3. The Parcel only contains goods that are not mentioned in the list as stated in the DPD General Terms and Conditions.
Step 4. The Principal provides correct and complete information about the goods in the Parcel.
Step 5. For the performance of its Services with regard to customs destinations DPD collaborates with a permanent customs agent for imports. We do this to make delivery as efficient as possible. The customs agent invoices the Consignee for import duties and taxes. Handling costs are invoiced to the Principal. If you want the service to be performed by DPD, you must arrange this separately.

In all cases, DPD and the customs agent will process the Parcels according to the Incoterm(s) offered by DPD. Below we will explain what this means.

24.2 Delivery Terms

A sale includes agreements such as which goods you will deliver and the address to which the goods will be delivered. These agreements are also referred to as delivery conditions. The International Chamber of Commerce has developed standard delivery terms (Incoterms) and DAP is one of them. DAP means Delivered At Place. This delivery condition means that the seller bears all costs and risks of the delivery of the goods to the Consignee, with the exception of the costs for customs formalities in the country of destination. DPD uses the Incoterm DAP for the service.

Under certain conditions, it is possible to charge the costs for the customs formalities upon import and the import taxes to the Principal. For instance, this applies to Parcels to the United Kingdom with an (intrinsic) value in excess of GBP 135 and bulk shipments. For more information, please contact the Sales department in your region.

24.3 Customs representation

DPD or one of the Business Group Members provides the Customs formalities on behalf of the Principal in specific cases. DPD will only start the Service after receipt of a valid power of attorney direct representation. The Principal receives the power of attorney to be completed from DPD.

Are you not based in the EU? Please contact the Sales department in your region to discuss the possibilities.

24.4 Check

The Custom Authority in the Netherlands and in the authorities with regard to the customs destinations check separately whether the goods may be imported and exported (for example: are goods prohibited, have the correct documents been made available, is the data complete and correct), assesses whether duties and taxes – whether duties and taxes must be paid and calculates it. DPD has no influence on the investigation that the Customs Authority carries out. For more information concerning the export of goods in the Netherlands, we like to direct you to the Customs website

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https://www.belastingdienst.nl/wps/wcm/connect/nl/douane_voor_bedrijven/douane_voor_bedrijven. For rules regarding import customs formalities , you may consult the Customs website of the customs destination.

Please take note of the following! If the Parcel is selected by the Customs Authority for inspection, delays may occur. Goods can also be damaged, lost or seized during the Customs Authority investigation. DPD is not liable for damage caused by an act or omission of the Customs Authority.

In addition to the regulation that the Customs Authority sets out for import and export, we would like to inform you about what you can expect when you send a Parcel to a customs destination.

A) What do you have to do before shipping the Parcel to a customs destination?

For a detailed description about Parcel Labels, please read section B.2. of this Manual. Underneath a few highlights:

1. First of all, you must create a Parcel Label via the DPD shipping software. During the creation of the Parcel Label you will be given the choice between the offered Incoterms by DPD.
2. You are responsible for correct and complete entry and upload of the necessary customs information (data and documents) in the DPD shipping software.
3. After completion of the process, the necessary data and documents are sent to the Customs Authority and sent to DPD.
4. You apply the Parcel Label on the Parcel and offer the Parcel for transport.

Please take note of the following! DPD can only process consignments if the required customs requirements have been met. If you have developed shipping software yourself, you should contact the DPD Sales department within your region so that you can adjust your shipping software to the conditions set by DPD and the Customs Authority. We are happy to help you in this matter.

B) What can you expect if Dutch Customs Authority processes your Parcel?

1. law and regulation have been met;
   The Parcel is cleared and is forwarded as quickly as possible to the customs destination.
2. incorrect data or missing documents;
   The Parcel is not cleared. The parcel will be returned to you. The Principal will bear all cost regarding the return of the Parcel.
   Please take note of the following! If the return process has started, this cannot be stopped.
3. seizure
   The Customs Authority is entitled, for example, to seize prohibited goods. This means that you will not get the goods back. DPD is not liable, since you are responsible to comply with laws and regulations.

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C) What can you expect when the Customs Agent of the customs destination processes your Parcel?

General for all customs destinations

The Parcel cannot be delivered after customs clearance
Customs clearance has been completed but the parcel can't be delivered because for example, the Consignee is on a holiday.

1. we will await your instruction concerning the Parcel.
   If you choose to have the Parcel returned to the Netherlands, you will have to pay the costs for returning the parcel, but also the import duties, taxes, levies and other costs. Off course, the goods can be destroyed at your expense, if the return of the Parcel leads to disproportionate costs in relation to the value of the goods.
2. The Parcel will be returned immediately and all costs related to the return will be invoiced to you. Or
3. if we do not receive any instruction from you within 5 calendar days, the Parcel will be destroyed at your expense.

DPD reserves the right to make - at its own discretion - a choice in the above mentioned options, unless otherwise agreed in the agreement. DPD is not liable for any damage suffered.

Specific for the UK

1. **Notification to the Consignee**
   The Consignee will be contacted via email, text message and / or telephone concerning payment of the import duties, taxes, levies and other costs. After payment the Parcel will be processed for customs clearance.
2. **No payment - customs clearance has not yet taken place**
   The Consignee has not paid. In the event that payment is not made, the Parcel will be returned.
   The Principal will bear all cost regarding the return of the Parcel.
   Please take note of the following! If the return process has started, this cannot be stopped.
3. **During customs clearance**
   a. The customs clearance has been successfully completed and the Parcel will be forwarded to the Consignee.
   b. Incorrect data or missing documents;
      Sometimes other requirements apply to import in comparison to export. As a consequence additional documentation is needed. If they are not available, the Parcel cannot be cleared.the Parcel will be returned to you. The Principal will bear all cost regarding the return of the Parcel.
      Please take note of the following! If the return process has started, this cannot be stopped.
   c. Seizure
      The Customs Authority is entitled, for example, to seize prohibited goods. This means that you will not get the goods back. DPD is not liable, since you are responsible to comply with laws and regulations.

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24.5 Import process

These additional steps are only required if DPD has agreed to provide the Customs formalities regarding the Customs import formalities. In addition to the instructions described in section B2 of this Manual, we would like to point out the following points.

For Parcels:

General for all customs destinations

1. Enter the correct and complete information in the DPD shipping software to carry out the customs formalities. Additional information such as a more specific commodity code is required for the import declaration with regard to customs destinations. Please note: if you use your own shipping software, a check of the correct sending of data is extra important. The incorrect or incomplete provision of information due to an incorrect IT configuration can lead to an incorrect customs declaration with additional costs and possible fines for you.
2. After completion of the above process, print the Parcel Label and attach it to the Parcel and offer the Parcel for shipment.
3. DPD receives the data and sends it to Customs to carry out the customs formalities.

Specific for the UK

When creating the Parcel Label, you select the invoicing condition DP.

24.6 Combination with Options

The forwarding of the Parcel to customs destinations is only possible in combination with the Services DPD Home and DPD Express.

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PART I. CLAIMS

25. Which information does DPD need to process a claim?

25.1 Documents

Processing claims has been made as easy and efficient as possible. However, for DPD to judge the validity of a claim, you will need to provide at the very least the following information. The claim may be rejected if this information has not been provided. As such, the following must be provided:

Document 1. Your name and the Parcel number in question;
Document 2. The date on which the Parcel was picked up by the carrier or handed over to the DPD Parcel Point / DPD Parcel Locker;
Document 3. A declaration regarding any insurance coverage for the incurred damages;
Document 4. All Transit Documents for the Parcel in question;
Document 5. If asked: the original packaging and/or the damages goods.
Please take note of the following! Please save always the packaging until the DPD Claims Department has concluded the research into the claim.
Document 6. The contents and weight of the Parcel.
Document 7. For used goods, the date on which the good was first put into economic circulation.
Document 8. All purchase and sale invoices and all other data which is relevant for determining the value of the Parcel and/or the cause of the damages.

Please take note of the following! Claims which involve mobile phones shall only be processed if the IMEI number has been provided.

25.2 DPD International Express

For claims under International Express the following additional conditions apply:

1. Claims shall only be processed if the Principal provides amongst others the following documents:
   a. The consignment note;
   b. A fully completed claims form;
   c. The original invoice;
   d. If applicable: an invoice for repair costs.
2. The Principal must submit claims with regards to loss or damages within 7 days after the day on which the Parcel was delivered or was supposed to have been delivered, under penalty of loss and/or forfeiture of all rights related to these claims.
3. The Principal must submit claims regarding delays in the delivery within 14 days after the day on which the Parcel was delivered or was supposed to have been delivered, under penalty of loss and/or forfeiture of all rights related to these claims.
4. Claims filed must be correct, complete, specific and have a date and signature.

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25.3 Processing time for a claim

After DPD's Customer Service has transferred a claim to its Claims Department, DPD will begin processing the claim from the next working day on during office hours. You may expect an initial notification on the claim in approximately five working days. As soon as all the requested documents have been received, DPD will make a final decision regarding the claim.

25.4 Depreciation

Claims relating to used goods are paid after deduction of a percentage due to depreciation, for example due to aging and wear and tear. The depreciation percentage is deducted from the Purchase Value. Below you will find the percentages we use.

Product	Write off per year
Books	20 %
Office supplies	20 %
Bicycles (including accessories)	20 %
Photo, film, video and audio equipment, computer hardware, video game consoles, CS's, DVD's	20 %
Watches	20 %
home appliances (such as vacuum cleaners, kitchen and bathroom equipment)	20 %
Clothing, shoes, towels, sheets, duvets	20 %
Suitcases, bags, wallets	20 %
Medical equipment, crutches, hearing aids	20 %
Sporting goods	20 %
Mobile and wireless communications equipment	20 %
(Sun)glasses and lenses	10 %
Car, motorcycle, and moped parts and accessories	10 %
Camping goods (tents, sleeping bags)	10 %
Tools	10 %
Cosmetics	Opened 100% Unopened 50%
Foodstuffs	Opened 100% Unopened 50%

25.5 Purchase value lost and damaged goods

The compensation to be paid by DPD is determined on the basis of the lowest of the following values: i) the repair costs, ii) the replacement costs and iii) the Purchase Value of the goods.

The Purchase Value will not exceed the (invoice) value of the goods when they came into the (economic) possession of the Principal, i.e. the original cost of the goods for which the Principal has actually paid or, if the Principal is the manufacturer of the goods is the production costs of the goods.

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If requested, the Principal must provide proof of the replacement costs of the lost or damaged goods and the repair costs of the damaged goods

25.6 VAT

Any claims paid by DPD are exempt from VAT. DPD will not charge VAT over the owed amount. Any VAT which you have paid as part of the Procurement Value must be claimed from the Tax authorities through a VAT declaration.

25.7 External Insurance

If you are insured against damages that you want to claim from DPD, you must first submit your claim to your insurer. DPD is not liable for damages on the basis of the own deductible, pursuant to the insurance agreed by the Principal with an insurer, for which the insurance does not provide coverage.

Only you can claim payment of a claim from DPD. This claim is not transferable to third parties.

25.8 Power of attorney

If a claim is submitted and DPD pays the claim or part of the claim due to the deductible the Principal hereby grants an irrevocable power of attorney to DPD to collect the claim in respect of the (third) party (for example carrier) that is liable for the damage.

25.9 Right of Set off

Claims submitted to DPD shall be set off with any payment obligations of the Principal in respect of the forwarding services.

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