

DHL UK (2017) - SERVICES AND SURCHARGES

SERVICES				
Name	Description	Charge Method	Net Charge (GBP)	Products Applicable
DUTIES & TAXES PAID	At Customer's request, an administration charge for invoicing duties and taxes to the Shipper, third party or to an entity in a third country, when such duties and taxes are not paid for by the Receiver at the Shipper's request. Duties and taxes are paid	rate per shipment	£8.00	All

SURCHARGES				
Name	Description	Charge Method	Net Charge (GBP)	Products Applicable
OVER SIZED PIECE	Any piece in a single or multi-piece non-palletized shipment with a single length above 120cm, or any pallet with a base length above 120cm. Applicable to COY, NCY, PAL and DBL piece types.	rate per shipment	£10.00	All
OVER WEIGHT PIECE	Any single piece in a shipment that is at or above the non-conveyable weight of 70kg, at which threshold all such pieces should be on a pallet to be handled efficiently within the network, and if not, would require non-standard procedures and resources.	rate per shipment	£10.00	All

VOLUMETRIC WEIGHT			
Name	Description	Value	
VOLUMETRIC WEIGHT	Standard Conversion Factor for obtaining volumetric weight. Length x Width x Height (cm3) / Standard Conversion Factor = Volumetric Weight (kg)	5000	

DHL UK (2017) - STANDARD SERVICE CONDITIONS

General

Acceptance of offer	IN FORWARDING THIS DOCUMENT TO DHL WITH YOUR EMAIL ACCEPTANCE, VIA SIGNED HARD COPY, OR BY SHIPPING WITH DHL, YOU ARE CONFIRMING THAT YOU HAVE ACCEPTED THE TERMS OF THIS OFFER TO PROVIDE SERVICES AS SET OUT IN THIS AGREEMENT. YOU ARE ALSO CONFIRMING THAT YOU ARE AN AUTHORISED SIGNATORY CAPABLE OF ACCEPTING THIS OFFER ON BEHALF OF THE CUSTOMER. THIS OFFER BY DHL AND YOUR ACCEPTANCE IS SUBJECT TO DHL RECEIVING A SATISFACTORY CREDIT CHECK AGAINST THE CUSTOMER.
Term and Termination	This Service Agreement between DHL and the Customer (as specified on Summary Page) will commence on the first date of the month in which you have accepted the terms of the offer and shall continue until terminated by either party. This Service Agreement may be terminated by either party upon one month's prior written notice, or with immediate effect in the event of the other party's insolvency, or if the other party commits a material breach which is either not capable of remedy or which that party fails to remedy within 14 days of receipt of written notice requesting the breach to be remedied.
Our service commitment / Scope of Service	<p>Rates quoted are based on DHL's standard Terms and Conditions of Carriage as found on http://www.dhl.com/en/express/shipping/shipping_advice/terms_conditions.html. DHL's operating process does not include any non-standard or tailored services, such as dedicated transport, enhanced Customs services or on-site services. The Rates are valid for services during the hours of standard operation designated by DHL.</p> <p>The Customer shall be prohibited from re-selling the Services to any third party unless DHL's prior written consent has been obtained. In the event that the Customer re-sells the Services without DHL's permission, DHL shall have the right to immediately terminate this Agreement.</p>

Price Agreement

Services not quoted	All services, surcharges, and rates for specific lanes or destinations not quoted in this Service Agreement, will be priced as per DHL's standard rates in our Pricing Guide http://www.dhl.co.uk/tariff
Basis of quotation	The Rates for transportation, services, and surcharges, as set out in this Service Agreement are derived from a revenue qualifier based on a shipping profile agreed with the customer as specified in the Rates. In the event of a shortfall on the revenue qualifier (for all or for a specific product) or in the event of a substantial change in the volume, weight or destination mix, DHL reserves the right to revise the Rates at any time upon prior written notice to the Customer
Volumetric divisor	Volumetric weight factors apply to DHL Rates. Shipments will be charged according to the higher of actual or volumetric (dimensional) weight. DHL calculates volumetric weight (in Kilograms) by dividing the shipment volume (in Cubic Centimeters) by 5000 (or Length x Width x Height [(in cm)] / 5000). DHL reserves the right to modify this formula. Please refer to DHL Rates for exceptions/additional details on the Volumetric Divisor.
Partner companies	The Rates are only offered to contracting parties and cannot be extended to third parties. Majority-owned subsidiaries of the Customer and other parties can be added to the contract by mutual agreement.

Price Components

Duties & Taxes	Rates are exclusive of value-added tax, customs duties, fines or interest thereon, and other government taxes imposed with respect to the provision of services, which shall be for Customer's account.
Additional Charges	<p>Optional Services and Surcharges</p> <p>Additional Charges related to Optional Services and Surcharges are billed in accordance with the standards in effect at the time the shipment booking was made. Additional Charges are paid in addition to applicable transportation charges and apply whenever the Optional Service is requested or the Surcharge is required. Details of Optional Services and Surcharges are set out in the Rates and as further described at http://www.dhl.com/en/express/optional_services.html. DHL reserves the right to introduce new charges at any time upon reasonable notice.</p> <p>Unforeseen Events</p> <p>a. Governmental and Regulatory Increases</p> <p>Any additional governmental or regulatory practices, procedures or regulations which result in increased costs to DHL e.g. those enforced by IATA, will be passed on proportionately to the Customer upon thirty days written notice.</p> <p>b. Emergency Situations</p> <p>DHL reserves the right to apply surcharges to recover costs associated with emergency situations beyond DHL's control which could not be reasonably anticipated at the commencement of this Agreement. All such surcharges will be temporary and will apply in addition to the Rates. The Customer will receive an eight days prior written notice of any emergency surcharge, describing the reasons for such surcharge.</p>
Fuel Surcharge	A fuel surcharge will apply to the Rates, calculated in accordance with the methodology at http://www.dhl.com/en/express/shipping/shipping_advice/express_fuel_surcharge.html unless otherwise specified in the Rates. DHL may from time to time elect to revise its fuel surcharge table.
Limited Quantities	The ground handling and transportation of substances and commodities classified as Limited Quantities to the limits of ADR that are restricted from air transportation. Only possible with ground transport mode to the provisions of ADR section 3.4

Price Review

General Price Increase	In general, DHL's pricing is valid until December 31st of the year of the issue date of this offer. Unless otherwise specified in the Rates, the Rates are subject to adjustment in accordance with DHL's annual change to its standard rates in each country, which occurs on January 1st of each year.
Currency	In the event that the currency of a country for which the Rates quoted devalues in excess of 5% against the Euro or US Dollar exchange rates identified by DHL, DHL shall be entitled to immediately adjust the Rates applicable to the said country. Any such adjustment shall be commensurate with the rate of devaluation.
High inflation	In the event that the inflation rate of the country for which the Rates are quoted would exceed 5%, DHL shall be entitled to adjust the Rates upon reasonable prior notice.
Notice period for changes	DHL Express will announce changes in Rates upon the provision of reasonable notice (except any emergency surcharge).

Invoicing and Payment

Payment terms	Invoices will be issued weekly unless otherwise agreed by the parties. Payment terms are strictly 30 days net from date of invoice unless otherwise specified in the Rates. Duties and Taxes due on the shipment shall be paid by the Customer within 7 days. In the event there is any query on an invoice, then only the disputed item on the invoice shall be held from payment and all other amounts owing and not disputed are to be paid on the due date. Queries on invoices must be reported within 30 days of invoice date. Unless otherwise agreed, the charges shall be paid by direct debit on the due date. If any sum is not paid by the due date, for reasons other than a good faith dispute, DHL reserves the right to charge interest at the rate specified in the Late Payments of Commercial Debts (Interest) Act 1998 calculated daily from the due date until the date on which the obligation of the customer to pay the sum is discharged (whether before or after any judgment). Customer is responsible for the payment of rates, charges and duties relating to any shipment carried under the Customer's account numbers.
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