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## DHL EXPRESS MONEY-BACK GUARANTEE TERMS AND CONDITIONS

DHL will, upon the customer's request and subject to the restrictions described below, provide a credit or a refund of the premium paid by the customer for a DHL Express shipment that is delivered later than DHL's quoted delivery commitment.

**DHL's money-back guarantee ("the Guarantee") is subject to the following conditions:**

A. The Guarantee only applies to the services

- DHL EXPRESS 9:00,
- DHL IMPORT EXPRESS 9:00,
- DHL DOMESTIC EXPRESS 9:00,
- DHL EXPRESS 10:30,
- DHL IMPORT EXPRESS 10:30,
- DHL DOMESTIC EXPRESS 10:30,
- DHL EXPRESS 12:00,
- DHL IMPORT EXPRESS 12:00,
- DHL DOMESTIC EXPRESS 12:00,

(each a "Service") and to shipments which comply fully with the restrictions which are described herein.

B. The Guarantee applies to the premium over and above the customer's price for a standard end of day service (DHL EXPRESS WORLDWIDE, DHL IMPORT EXPRESS WORLDWIDE, or in the case of domestic shipments, DHL DOMESTIC EXPRESS) (the "Premium"). The Guarantee is exclusive of all other items, including, without limitation, fines, taxes or other charges or amounts (such as any fuel surcharge component), and transportation charges resulting from returned shipments.

C. In the case of multiple piece shipments, the Guarantee will apply to every piece in the shipment. If a late delivery occurs for any piece within the shipment, the credit or refund will be applicable to the entire shipment.

D. Customer must notify DHL of any claim for late delivery, in writing or by telephone, within 14 calendar days of the shipment date and provide DHL with the account number (if any), the waybill number, the date of shipment, and complete receiver information. Within 30 calendar days after customer so notifies DHL, DHL shall either:

- provide the customer with the credit or refund
- provide the customer with information explaining the reason that the shipment is not eligible for the Guarantee under the applicable limitations or exclusions, or
- provide the customer with evidence of timely delivery.

E. Customer may not permit any other party to notify claims on its behalf nor assign claims to any other party. Payment by DHL of the Premium to the customer shall constitute a full release of DHL's obligations for any delay under the Guarantee.



F. The Guarantee will not apply where late delivery or failure to deliver is due to circumstances beyond DHL's control, as set out in the DHL Terms and Conditions of Carriage and including customs delays, inaccurate or incomplete shipment information, delivery instructions or information (such as P.O. Box for receiver address, missing or inaccurate receiver telephone number), or receiver's request for delay, shipment diversion or non-standard clearance services; or unavailability or refusal of the receiver to accept delivery or to pay duties and taxes against delivery if requested.

G. All other provisions of the DHL Terms and Conditions of Carriage apply. The Guarantee is subject to modification or cancellation by DHL at any time.

H. If a customer has an extremely time-sensitive shipment, the loss or delay of which may result in consequential damages, the customer must contact his own insurance agent or broker to insure against such risks, as DHL does not assume such liabilities. DHL does not provide and will not arrange such shipment insurance.

I. The Guarantee does not apply to:

- (i) shipments linked to clinical trials where temperature sensitive packaging is being used;
- (ii) the extra charges applicable to any optional service sold with the shipment, e.g. packaging;
- (iii) temporary exports or imports;
- (iv) shipments with high value contents that require formal customs clearance;
- (v) shipments with over-weight pieces (more than 70kg/ 150lbs) or with over-sized pieces (more than 120cm /48 inches), or with pallets; and/or
- (vi) shipments containing permitted Dangerous Goods.

#### **Service Restrictions/Guidelines**

A. The Services are available only from specified locations to specified post code destinations (or towns where no post codes are available).

B. The Services are not available for unacceptable shipments as defined in the DHL Terms and Conditions of Carriage or for shipments which do not meet any other restrictions on size, weight, commodity or value identified by DHL.

C. To establish whether a Service is available for a particular shipment, between a particular origin and destination, or in combination with a particular service option (such as Saturday Delivery), please consult DHL's website or contact DHL Customer Service and supply the following information:

- the pick-up address,
- the commodity being shipped,
- (if applicable) its value for customs purposes,
- the time and date the shipment is available to be picked-up,
- the exact destination, including post code,
- the shipment weight,
- the shipment dimensions,
- the number of pieces.

D. The shipper must specify the requested Service on the waybill and must tender the shipment to DHL by the time agreed with DHL.

**For more information please call your local DHL Express Customer Service team**