



Terms of service for road transport.

Terms of service for road transport DACHSER Sweden

DACHSER provides transport and logistics services on the basis of both the company's own terms and conditions and on current, applicable standards. The purpose of this document is to provide an overview of DACHSER Sweden's terms of service for transport and logistics services within DACHSER's European road transport network. This is done by providing clear guidelines for customers and partners regarding liability, freight calculations, special requirements for goods handling and information about various supplementary services.

DACHSER's Mission

We create the world's most intelligent combination and integration of logistical network services. We optimise the logistics balance sheet of our customers.

We update this document on a regular basis, and the latest updated version is available for downloading at dachser.se.

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DACHSER

Terms of service for road transport DACHSER Sweden

1. General terms and conditions

DACHSER provides transport services within Europe and its operations are based on its own comprehensive regulations and specific terms and conditions for road transport. The main aspects covered by these Terms of service are described below.

When booking services with DACHSER Sweden, you as a customer accept the company's [Code of Conduct](#) for Business Partners.

We carry out all tasks pursuant to the General Regulations of the Nordic Association of Freight Forwarders (NSAB 2015). NSAB 2015 is available at dachser.se/affarsvillkor.

1.1. Transports

DACHSER Sweden strives to ensure that all transports are carried out with maximum care to deliver the goods on time and in good condition. Properly executed transports are based on the following principles:

- The transport is delivered to a correctly specified street address and postal code.
- The loading and unloading address are adapted to accommodate heavy vehicles such as trucks and trailers.
- Transports will not be delivered to administrative postal codes such as poste restante or PO boxes.

The consignor is responsible for providing correct shipping information upon booking. Lead times may vary depending on the selected product, the dimensions and weight of the goods and the accessibility conditions at the consignee. The



transport's lead time may be prolonged for goods requiring notification or for goods subject to special handling requirements such as dangerous goods.

Unloading and loading normally take place between the hours of 8 a.m. and 5 p.m. Unless otherwise notified at the time of booking, DACHSER assumes that the sender and recipient are available throughout this time span.

1.2. Payment terms

Pursuant to the standard, DACHSER Sweden's payment terms provide ten (10) days for payment with weekly invoicing. Invoices are issued as either a paper document or digitally as a PDF file.

1.3. Booking transport

Transports are primarily booked via DACHSER's digital portal. It is also possible to send bookings via EDI.

If groupage cargo is booked before 10 a.m. pick-up is provided the same day or as agreed.

For partial truckloads (PTL) and full truckloads (FTL), bookings must be received no later than the day before loading.

1.3.1. Manual booking

It is possible to book a transport manually by e-mail for a fee of SEK 120.

1.3.2. Return

Return consignments are to be booked in the same way as a regular booking. Consignors are responsible for providing the return sender with shipping documents when placing an order.

1.4. Loading and unloading

For the agreed lead time and pricing to remain valid, the following requirements for the sender and receiver must be met. If the conditions deviate from the requirements below, the freight payer must inform DACHSER so that loading or unloading can be carried out as requested.

1.4.1. Loading requirements

Goods are loaded on the long or short side of the vehicle from a loading dock or ground level. The sender is responsible for ensuring that the necessary auxiliary equipment is available if loading with a tailboard lift has not been booked in advance. For nonconforming cargo requiring specific technical auxiliary equipment (such as a crane or forklift truck) for loading, the sender is responsible for making sure that these are available. If these are not provided, additional costs may be invoiced.

During loading, a minimum clearance height of 4.5 meters is required. If this requirement is not met, loading will be conducted with a lower-height vehicle, which may incur additional charges. If the clearance height deviates to the extent that the planned vehicle cannot access the loading area, and this information was not provided at the time of booking, a failed transport cost will apply.

Loading must commence immediately upon the vehicle's arrival and be completed within a reasonable time. Additional fees may apply for extended loading times or loading on public holidays.

1.4.2. Securing of cargo

The driver is responsible for ensuring that the goods are properly secured pursuant to the Swedish Transport Agency's regulations (TSFS 2017:25). If special equipment is needed (e.g. edge protectors), the sender must provide this. For international transports, the sender is responsible for providing additional cargo-securing equipment as required in the country in question. DACHSER can provide load-securing equipment for an additional fee; standard procedures include load securing with one lashing strap per loading metre (LDM).

1.4.3. Unloading requirements

The recipient is responsible for ensuring that the necessary auxiliary equipment is available for unloading, especially if the consignment has been booked without unloading using a tail lift. Cargo is unloaded from the long or short side of the vehicle, and if special technical auxiliary equipment is needed for unloading (e.g. handling oversized or heavy consignments), the recipient is responsible for ensuring that this auxiliary equipment is available, and for any additional costs that may arise from its use.

It must be possible for the unloading to begin immediately after the vehicle has arrived and the unloading must be completed within a reasonable period of time for the goods in question. An additional charge may apply for time required beyond which is expected, or for unloading on national public holidays.

1.4.4. Delivery confirmation

All deliveries must be acknowledged by the recipient at the time of delivery and in consultation with the driver. It is important that the recipient notes down any visible damage or non-conformity. This is done either with the help of the driver's handheld computer or on a physical consignment note if a handheld computer is unavailable. For further details about damaged or non-conforming goods, see section 11.

Delivery without acknowledgement is only permitted if agreed upon in writing.

1.4.5. Failure to deliver and second delivery

If a delivery cannot be made because the recipient is not available, the following options are provided:

- The goods can be picked up at the DACHSER terminal by agreement.
- A new delivery can be planned for an additional delivery fee.



1.4.6. Terminal drop-off and pick-up

The sender or recipient has the option of dropping off or picking up its consignment at a DACHSER terminal. This is done by agreement with the local DACHSER branch.

1.5. Pallet exchange

When transporting goods on a EUR pallet, DACHSER Sweden provides the option of pallet exchange by agreement. The consignor is responsible for ensuring that a sufficient number of approved EUR pallets are available at the time of unloading.

1.6. Delivery on weekends and national public holidays

In specific cases, DACHSER offers to deliver goods on weekends and national public holidays. The consignor must submit the request in advance to their local DACHSER branch to see whether the specific transport requirements can be met.

Additional charges may apply depending on the time, scope and destination of the delivery.

1.7. Lead times

DACHSER's lead times vary depending on the destination and type of goods. The lead times are primarily determined by the selected product (see section 3). Special additional services such as notification or unloading at specific times may affect the lead time. Lead times can be found at dachser.se.

DACHSER actively works to provide a flexible solution to meet the customer's time requirements, but delivery times may be affected by seasonal variations or force majeure (see section 13).

1.7.1. Delivery to and pick-up from islands

Delivery to and pick-up from islands may result in longer lead times due to limited accessibility. Upon booking, the consignor must notify DACHSER of any special requirements, such as ferries or limited road accessibility. DACHSER ensures that delivery to and pick-up from islands are planned with consideration of these specific circumstances. Additional charges may apply for delivery to and from islands.

1.8. Packaging and labelling of cargo

Cargo transported with DACHSER can be packaged either as a parcel or on a pallet.

Cargo must be secured in a way that prevents damage to both the load itself and other goods on the carrier. This means that packaging, whether for parcels or palletized goods, must

withstand the stress from straps, edge protectors, and other securing equipment used during transport. If this cannot be guaranteed, the freight payer must contact DACHSER in advance to ensure that the transport can be planned and carried out safely.

It is required that labels/symbols according to ISO 7000 are used to indicate the contents and provide instructions on how to handle the pallet.

1.8.1. Parcels

Parcels must be packaged to withstand normal handling, including consolidation with other types of goods and terminal handling. Each parcel must be packed to endure shocks and pressure that may occur during transport.

The maximum parcel weight is 30 kg per parcel.

1.8.2. Palletised cargo

Cargo weighing more than 30 kg must be loaded on a pallet or equivalent. The pallet must be sufficiently stable to allow handling with auxiliary loading equipment, such as a forklift truck or pallet jack. Each pallet must be constructed in a way that allows it to be properly secured on the vehicle while withstanding the load from being consolidated with other goods. For non-stackable goods that are sensitive to pressure or require special transport conditions, the sender must label the cargo accordingly.

1.8.3. Transport label

Each consignment must be labelled with a transport label containing all the necessary information to ensure that the cargo can be identified throughout the transport chain. This includes:

- Proper address information with the recipient's full name, address and contact information.
- Actual weight of the labelled consignment.



A serial shipping container code (SSCC) must be placed on the top short side of the pallet or parcel so that the barcode (SSCC) is visible.

When transporting dangerous goods, ADR consignments (see section 6) or customs goods (see section 7), additional documentation must be digitally communicated to DACHSER prior to loading.

Proper documentation is essential for ensuring that the cargo is not stopped at border controls or suffer delays due to inadequate information at other checkpoints. The consignor is responsible for providing accurate and complete documentation before the cargo leaves the sender.

When transporting fragile products these must be labelled accordingly.

1.9. Data handling and GDPR

DACHSER acts in accordance with the GDPR and German data protection laws when processing customer data. All data transmitted via EDI is used solely to fulfil DACHSER's contractual obligations and DACHSER does not act as a data processor. Data may need to be shared with a third party, such as external suppliers or customs authorities, pursuant to the law in force at any given time. The customer is responsible for ensuring that any personal data which is transferred may be handled by DACHSER and used correctly.

2. Calculating the freight price

DACHSER Sweden's price lists are based on the weight or volume of the goods, as well as postal code zones. When transporting bulk goods, DACHSER applies a conversion in which the volume is converted into a volumetric weight.

A benefit calculation applies to all cargo shipments in the DACHSER network. This means that the customer is always offered the lowest freight price based on the volumetric weight.

For calculating the freight cost, the price is rounded up to the nearest integer as follows:

Price per kg

- Rounding up per 10 kg <1,000 kg
- Rounding up per 100 kg >1,001 kg

Price per cubic metre

- Rounding per 0.1 m³

2.1. Bulk weight

The calculation of the freight cost is based on the goods' actual weight, the volumetric weight, or the loading metre (LDM), and is determined by which is the highest. The bulk weight, also called the volumetric weight, is a calculated weight that takes account of the volume of the goods and the amount of space it occupies in the vehicle. If a consignment is light but takes up a lot of space, it can be assessed based on its volumetric weight rather than its actual weight.

The volumetric factor for international groupage in the DACHSER European network is calculated by DACHSER Sweden, as follows:

- 1m³ = 150 kg
- 1ppl = 320 kg

Volume factor for international groupage in DACHSER's European network	General volume factor for groupage within Europe
1m ³ = 150 kg	1m ³ = 333 kg
1ppl = 320 kg	1ppl = 740 kg

2.2. Volumetric weight and volumetric assessment

DACHSER Sweden offers volumetric rates for all goods up to 2.3 meters in height.

Example:

A consignment weighing 30 kg and equivalent to 0.5 m³ will have a volumetric weight of 75 kg (0.5 m³ x 150 kg/m³). In this case, the goods are assessed according to the volumetric weight, as this weight is higher than the actual weight of the consignment, provided that it can be loaded with other cargo.

2.3. Loading meter and pallet space assessment

When booking partial truckloads (PTL) and full truckloads (FTL), the customer will be charged by volume, pallet space or loading meter. International transport is calculated as follows:

- 1m³ = 333 kg
- 1 ps = 740 kg
- 1 ldm = 1,850 kg

3. Transport products

DACHSER provides a wide range of transport products and services to businesses and private individuals, tailored to meet the needs of the customer in national and European markets.



3.1. Transport products for groupage

All transport products for groupage provided by DACHSER Sweden include real-time tracking of deliveries, giving customers insight into the transport process and increased control over their shipments.

DACHSER's transport products for consignments to companies are called: targoflex, targospeed, targofix, and each of these products is governed by specific terms and conditions. These terms and conditions are designed to ensure that all types of goods are handled correctly and comply with the rules that apply to each product category.

In the DACHSER groupage network, you can send up to eight pallet spaces corresponding to 3.2 loading meters or a maximum load of 4,000 kg.

DACHSER's transport product for consignments to private individuals is called targo on-site.

See the headings and the table below for an overview of information regarding each transport product. For more detailed information, please contact your local DACHSER Sweden representative.

3.1.1. targoflex

A flexible transport solution for cargo that is not based on any lead time. This flexible type of transport benefits the customer by providing the targoflex product at a lower freight price compared to other transport products. DACHSER has the right to extend the lead time by one day for each transit terminal through which the consignment must pass before reaching its final destination.

3.1.2. targospeed

A priority product to ensure a fast and reliable transport solution for groupage. It is designed to meet the need for short lead times. Within this product category, transports can be booked for delivery before 10 a.m. and 12 p.m. for selected countries and postal codes pursuant to the lead-times table.

3.1.3. targofix

A product focused on providing fixed delivery days for groupage. The consignor specifies the desired delivery date when booking.

Within this product category, transports can be booked for delivery before 10 a.m. and 12 p.m. for selected countries and postal codes pursuant to the lead-times table.

3.1.4. targo on-site

A transport product for the delivery of groupage to private individuals, and the product is based on the same principle as DACHSER's targospeed product – transport that conforms to a predefined lead-times table.

3.2. Transport products for partial truckloads (PTL) and full truckloads (FTL)

For consignments that exceed the maximum freight-bearing weight or maximum pallet space for groupage, the consignment will be handled as a partial truckload (PTL) or full truckload (FTL).

Transport product	Maximum size per consignment (length/width/height)	Maximum weight per consignment	Maximum volumetric weight per consignment	Maximum pallet spaces/loading meters	Notification
targoflex	2.4 x 1.8 x 2.3 m	1,500 kg	4,000 kg Italy/Romania 2,500 kg	8 ps 3.2 ldm	AS, AP, AT, AC
targospeed	2.4 x 1.8 x 2.3 m	1,500 kg	4,000 kg Italy/Romania 2,500 kg	8 ps 3.2 ldm	AS, AP, AT, AC
targospeed 10	2.4 x 1.4 x 2,3 m	1,500 kg	1,500 kg	8 ps 3.2 ldm	AS, AP, AT, AC
targospeed 12	2.4 x 1.8 x 2.3 m	1,500 kg	4,000 kg	8 ps 3.2 ldm	AS, AP, AT, AC
targofix	2.4 x 1.8 x 2.3 m	1,500 kg	2,500 kg	8 ps 3.2 ldm	AS, AP, AT, AC
targofix 10	2.4 x 1.4 x 2,3 m	1,500 kg	1,500 kg	8 ps 3.2 ldm	AS, AP, AT, AC
targofix 12	2.4 x 1.8 x 2.3 m	1,500 kg	2,500 kg	8 ps 3.2 ldm	AS, AP, AT, AC
targo on-site	2.4 x 1.8 x 2.3 m	1,500 kg	2,500 kg	8 ps 3.2 ldm	AP, AT

4. Supplementary services

DACHSER Sweden provides several supplementary services that can be selected for a specific transport. These services include notification services, time-specific unloading, and transport of dangerous goods (ADR) (see section 6). Each supplementary service is associated with an additional fee calculated on the basis of the scope of the service and the requirements imposed.

Please note that the fees for supplementary services and optional products below relate only to services provided by DACHSER Sweden.

4.1. Notification

DACHSER Sweden provides the following notification services.

Delivery notification (AS): free notification

A text message or email will notify the recipient that the consignment is on its way.

Notification text message (AP): SEK 136 per notification

A notification link via a text message or email will be sent to the recipient so the recipient can choose a delivery date/time.

Notification by phone (AT): SEK 183 per notification

Notification by phone to the recipient to agree on a delivery date.

Driver notification (AC): SEK 216 per notification

The recipient is notified by phone one hour before delivery.

4.2. Export declaration

Export declarations to/from third countries: SEK 463 per declaration.

4.3. Import declaration

When importing to and from third countries, DACHSER Sweden charges the following costs.

Per incoming customs clearance:

- Norway/Switzerland: SEK 620, incl. five (5) item lines
- UK: SEK 857, incl. one (1) item line
- Other non-EU countries: SEK 620, incl. five (5) item lines

After this, SEK 52 per item line will be charged.

4.4. Frost-sensitive transport

DACHSER provides frost-protected transport in the form of transport with thermal blankets over the goods. Note that thermal blankets can only provide short-term frost-protected transport for frost-sensitive products and cannot provide protection to freeze-sensitive products as they cannot guarantee to keep products warm. Additional costs for this vary depending on the type of goods.

5. Surcharges

The fees below concern costs that DACHSER Sweden bears and charges as a surcharge to the freight cost.

5.1. Environmental fee

The environmental fee is a 3% surcharge, minimum SEK 104.

5.2. Fuel supplement

Road transport fuel surcharges are available at dachser.se and updated monthly. The prices from DACHSER Sweden are based on the 2020 fuel price baseline, according to Shell's index. The currency used follows the official rates of exchange of the European Central Bank (ECB).

5.3. MARPOL surcharge

A MARPOL surcharge is calculated based on information that DACHSER regularly receives from shipping companies within the SECA area. This surcharge is available at dachser.se and is updated monthly.

5.4. Road taxes

For transports in and through countries with road tolls (MAUT), a specific fee will be charged. This surcharge is available at dachser.se and is updated continuously.

5.5. Oversize product surcharge

For shipments exceeding the maximum dimensions for a groupage shipment with DACHSER, there will be an additional charge of 1500 SEK per shipment.

6. Dangerous goods

Dangerous goods are materials that may pose a risk to health, safety, or the environment during transport.

DACHSER does not handle dangerous goods in classes 1, 2 or 7.

For the transport of dangerous goods, the following costs are added per consignment in addition to the basic freight cost:

■ <499 kg	SEK 597
■ <4,999 kg	SEK 865
■ >5,000 kg	SEK 1,263

How dangerous goods are handled via DACHSER Sweden:

Classification

Dangerous goods must be correctly classified according to international and national regulations, such as ADR (European rules for the road transport of dangerous goods).

Documentation

The consignor must provide complete and accurate documentation, including consignment notes and safety data sheets (SDS) for dangerous goods. Special documents describing the DG class, safety precautions and other regulations under the ADR Convention must be provided. These documents must be properly completed and accessible to all interested parties along the transport chain. ADR documentation must also be physically attached to the goods in the form of labels and other required documentation.

Complete details can be found on [the MSB website](#).

Trained staff

DACHSER has trained personnel who handle dangerous goods, ensuring that all transports comply with applicable safety regulations.

Safe packaging

Dangerous goods must be properly and securely packaged in accordance with applicable standards to minimise risks in transit.

Special mode of transport

Dangerous goods are transported in vehicles equipped to manage the risks associated with booked ADR goods.



7. Consignments for third countries (non-EU deliveries)

DACHSER provides delivery services to and from third countries that include both export and import customs clearance.

Customs documents

Delivery to third countries requires an export invoice, which must be attached in connection with booking. The invoice should generally be a commercial invoice, but in some cases a pro forma invoice is acceptable, especially when the goods are not subject to a commercial transaction, such as samples or gifts.

The following information must be included on the export invoice:

- Seller: name, address and EORI number.
- Invoice date and invoice number.
- Buyer: name, address, EORI number, and delivery address.
- Gross and net weight of the goods.
- Total commodity value and currency, value per invoice line and net weight per invoice line.

- Any discounts per item line.
- Detailed description of goods, code of goods per item and country of origin per item.
- Number of items, number of parcels and type of packaging.
- Delivery terms, including Incoterms abbreviation.
- Declaration of origin (invoice declaration) with permit number or REX (for the UK if the value exceeds EUR 6,000). If the permit number is missing and the value is less than EUR 6,000, a signature is required.

For export shipments that require a certificate of origin, this can be certified with an invoice declaration according to the Swedish Customs Service's instructions. An alternative to this is to use a certificate of origin, which must be signed and submitted together with the export invoice.

7.1. Terms and conditions of delivery, including Incoterms for third countries

The terms and conditions for delivery to and from third countries are often determined according to Incoterms (International Commercial Terms), which define who is liable for transport costs, customs duties and risks in transit. Some of the most common Incoterms used by DACHSER Sweden for third country consignments are:

EXW 011 (Ex Works)

The buyer is responsible for all costs and risks from the time the goods leave the seller's premises.

DAP 081 (Delivered at Place)

The seller is responsible for the transport cost up to the destination (does not include unloading) of the recipient, but the buyer is responsible for customs clearance and any import fees.

DPU 081 (Delivered at Unloading)

The seller is responsible for the transport cost up to the destination (including unloading) of the recipient, but the buyer is responsible for customs clearance and any import fees.

DDP 082/082/083 (Delivered Duty Paid)

The seller is responsible for all costs, including customs duties and import duties, up to the final destination of the goods.

[See all the Incoterms here.](#)

By using the right Incoterms, both buyers and sellers avoid misunderstandings about in-transit liability and costs. It is important that these terms are clearly stated in the invoice and other documentation linked to the consignment.

7.2. Invoice description

To ensure that the transport to third countries takes place without problems, it is crucial that the invoice documentation is correctly filled in and attached to the consignment. Invoices must contain all the relevant information mentioned above, including the value of goods, net weight, country of origin and codes of goods for each item. This prevents delays in customs clearance and ensures smooth handling of the consignment.

The commercial invoice must contain an accurate description of each item being transported, as incorrect or insufficient documentation may result in delays, fines or additional costs.

7.3. Export restrictions and prohibitions

For transports to third countries, the customer must be aware of applicable export restrictions and sanctions.

Some countries are subject to trade sanctions, including special goods, such as dual-use technology or hazardous materials, which may be subject to export restrictions.

If you have any questions regarding export restrictions and prohibitions, please contact your local DACHSER representative.

7.4. Customs clearance and agent

DACHSER provides services for both export and import customs clearance and serves as either a direct or indirect agent.

Direct agent: When DACHSER serves as a direct agent, the company acts in the name and on behalf of the customer in all customs matters. DACHSER handles all customs formalities, but the responsibility for any fees and obligations remains with the customer.

Indirect agent: As an indirect agent, DACHSER assumes wider responsibility for customs formalities, including potential risks and obligations that may arise from customs handling. When DACHSER serves as an indirect agent, the customer can be held liable for paying the customs duties, which means that DACHSER acts as an intermediary for both the customer and the customs authority.

7.5. Customs status of goods

Consignments destined for certain areas of the EU that have specific customs status (e.g. the Canary Islands, San Marino, Andorra, Åland, Cyprus) are also subject to specific customs regulations. See the specific information that applies to each country on the customs website or contact your local DACHSER contact person.

8. Terms and conditions of delivery and Incoterms

The terms and conditions of delivery under Incoterms 2020 cover issues relating to deliveries between buyer and seller. This includes how products are to be transported, who pays for what, import and export clearance, and who bears the risk during different segments of transport.

Incoterms 2020 has eleven classes, four of which relate to maritime transport.

The terms and conditions of delivery must be stated upon booking and in the invoice exchanged between seller and buyer.

For road transport with DACHSER Sweden, the terms and conditions of delivery at dachser.se can be used.

9. Insurance of goods

DACHSER offers customers the option to take out cargo insurance for their shipments. The cargo insurance acts as additional protection beyond the carrier's liability according to NSAB 2015 and covers a broader range of risks and potential damages.

The insurance covers the following costs:

- General Average (GA), the breakdown cost everyone on board must pay.
- Help from experienced staff for inspection and claims management, no matter where in the world the loss occurs.
- The insurance of goods premium can be budgeted.
- No excess for the customer.

Information about insurance of goods:

Full protection of the goods' value

Regardless of the weight or volume of the goods, the customer can insure their goods to their full market value.

Protection in the event of unforeseen events

Insurance of goods covers loss that may occur in the event of unforeseen events such as fire, theft, transport accidents and other external factors beyond DACHSER's control.

Global coverage

Not only is the insurance valid within Sweden and the EU, but it provides protection for international transport to and from third countries.

Tailored insurance solutions

DACHSER offers tailor-made insurance solutions depending on the customer's needs.



To take out cargo insurance, it is important that the consignor itemises the value of the goods at the time of booking. This is done by filling in a special section in the transport documents where the insurance value is specified. If no value is specified, the goods are assumed to have a standard value according to the general conditions of carriage.

10. High-value goods

DACHSER must be notified in advance of any goods that are worth more than EUR 250,000. For high-value goods, DACHSER is required to report the amount and obtain approval from its own insurer before the goods leave the sender. The goods must be transported by a direct vehicle between the sender and the recipient.

11. Damaged or missing goods

All deliveries must be acknowledged by the recipient upon delivery and in consultation with the driver. It is important that the recipient notes any visible damage or loss and informs the consignor. This is done either with the help of the driver's handheld computer or on a paper-based consignment note.

In the event of concealed damage, this must be notified within seven working days.

The consignor must promptly file a complaint pursuant to DACHSER's claim template. Please contact your local DACHSER contact person for the claim template.

DACHSER Sweden does not process claims under SEK 500 due to administrative costs.

Set-off against DACHSER Sweden AB's claims for freight charges and other compensation is not permitted.

11.1. Complaint

In the event of a complaint, the following documents must be appended:

- Consignment note receipt
- Commercial invoice
- Packing list
- Photo of packaging/original packing
- Photo of damage to the product
- Photo of DACHSER barcode

Note that damaged goods and packaging must remain in existence until the complaint has been investigated.

11.2. Compensation

According to NSAB 2015 and the CMR Convention, the carrier's liability is often limited to a certain level of compensation based on the weight of the goods (SDR 8.33 per kilogram). This means that if goods of higher value are damaged or lost, the compensation provided under these rules may be insufficient to cover the full loss. By taking out carrier insurance, the customer can ensure that the full value of the goods will be protected.

12. Electronic communication

The DACHSER EDI system is key for how the company manages information flows in its transport and logistics services. EDI enables smooth and automatic data transfer between the systems of the customer and DACHSER. EDI allows DACHSER and you as a customer to exchange information electronically in real time. This means that everything from order placement and delivery confirmations to invoicing can be done automatically.

12.1. Security and liability

DACHSER adopts measures to ensure that all information transmitted through EDI is secure and protected from unauthorized access. This includes both technical and organizational security measures to ensure the integrity, confidentiality and availability of data. The customer also has a responsibility to comply with security regulations and protect its own access data. Violation of these obligations may result in the customer being deprived of the right to use the system.

An important aspect of the security of DACHSER systems is to prevent unauthorized access and ensure that no information is manipulated during transmission. Both parties are responsible for monitoring data flows and immediately reporting any errors or interruptions to minimize the risk of damage.

12.2. Limited liability

Despite the high level of security, technical problems may arise, and DACHSER's liability is therefore limited in the event of minor negligence. If problems arise in the system, for example if data is transferred incorrectly or if the EDI service is unavailable, DACHSER is only liable if the

essential obligations are breached up to an amount of EUR 20,000 per year.

DACHSER is not liable for indirect loss such as production interruptions or lost revenue, nor is it liable if the system is subjected to illegal third-party interventions. However, liability for personal injury or where liability is mandatory by law is not excluded.

13. Force majeure and other special circumstances

In the event of circumstances beyond DACHSER's control, such as natural disasters or strikes, the principle of force majeure applies. This means that DACHSER is relieved of its responsibility to deliver goods within the agreed timeframes if the circumstances make it impossible to carry out the transport as planned. In the case of force majeure events, both the customer and DACHSER have the right to terminate the contract if the situation persists for more than six weeks.



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