

# Customized Offer no: 10101010 for Musterfirma GmbH



## DHL PAKET

### Our services = benefits for you:

- ✓ Send parcels across Germany
- ✓ Generous dimensions for sending parcels up to 120 x 60 x 60 cm
- ✓ Minimum size in cm (LxWxH): min. 15 x 11 x 1
- ✓ Maximum weight of 31.5 kg
- ✓ Liability against loss or damage up to EUR 500
- ✓ Regular collection
- ✓ Delivery Mondays to Saturdays
- ✓ Incl. Tracking via Track & Trace

The pricing for the product DHL Paket is among other things based on the following basic and structural data:

The monthly item quantity corresponds to the following item quantity, extrapolated over the year, (number of parcels):

1,000 items

Distribution of the item quantity, extrapolated over the year, per month (in %):

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	10%	10%

The quantity of bulky items, extrapolated over the year:

10 items

Average space (volume) per parcel:

5 litres

We offer you the following scale prices without surcharges for additional services:

up to 5 kg: 5.63 EUR  
up to 20 kg: 9.41 EUR  
up to 31.5 kg: 11.02 EUR

### BASIC FEATURES

Dispatch and delivery via Packstation 24 hours a day  
Parcel notification  
Direct delivery to a branch (formerly Postfiliale Direkt)  
Neighbor  
Drop-off location  
Saturday delivery

### Prices in EUR

+ 0.00  
+ 0.00  
+ 0.00  
+ 0.00  
+ 0.00  
+ 0.00

### SERVICES

Cash on delivery (incl. Additional collection charge)  
Bulky goods  
Additional insurance up to EUR 2,500\*  
Additional insurance up to EUR 25,000\*  
Ident-check  
Named person only  
Visual check of age  
Delivery day  
No neighbor delivery  
Signed for by Recipient  
Retail outlet routing\*  
Parcel recall\*  
GoGreen

### Prices in EUR

+ 7.49  
+ xx.xx  
+ 6.99  
+ 19.99  
+ 2.99  
+ 1.69  
+ 1.19  
+ 0.99  
+ 0.99  
+ 0.19  
+ 1.99  
+ 0.00  
+ 0.02

### ADDITIONAL FEES

Return fee  
Routing code\*  
Lorry Toll and CO2 surcharge\*  
Energy surcharge\*  
Peak surcharge\*

### Prices in EUR

+ 4.00  
+ 0.49  
+ 0.18 (+0,19 from 01.01.2025)  
+ see [dhl.de/energiezuschlag](https://www.dhl.de/energiezuschlag)  
+ 0.19

\* see list "additional price components" at the end of this offer

# WARENPOST<sup>1</sup> – Merchandise shipment

## Our services = benefits for you:

- ✓ Send items across Germany
- ✓ Maximum size in cm (LxWxH): 35,3 x 25 x 5 (35,3 x 25 x 8 for DHL Kleinpaket)
- ✓ Minimum size in cm (LxWxH): min. 7 x 10 x 0,1
- ✓ Maximum weight of 1 kg
- ✓ The following applies to DHL Kleinpaket: Liability for loss and damage up to EUR 20
- ✓ Delivery Mondays to Saturdays
- ✓ Incl. shipment notification and tracking via Track & Trace

The pricing for the product “Warenpost – Merchandise shipment” is among other things based on the following basic and structural data:

The monthly item quantity corresponds to the following item quantity, extrapolated over the year, (number of Warenpost – Merchandise shipments): 7,000 items

Annual share of shipments ≤ 3 cm	70 %
Annual share of bag packaging	30 %
Average height of shipment	2.00 cm
Average space (volume) per shipment:	1.0 litres
Average share of dangerous goods	0,00 %

The agreed lump-sum (without prices for services) (für EKP mit Abholung): Including collection	up to 1 kg:	2.70 EUR/item
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## BASIC FEATURES

Delivery via Packstation 24 hours a day	+ 0.00
Shipment notification	+ 0.00
Neighbor	+ 0.00
Drop-off location	+ 0.00
Saturday delivery	+ 0.00

## Prices in EUR

## SERVICES

Retail-Outlet-Routing*	+ 1,49
GoGreen	+ 0,01
Parcel Recall* (from 01.03.2025)	+ 0,00

## Prices in EUR

## ADDITIONAL FEES

Return fee	+ 2,00
Energy surcharge*	+ see <a href="https://www.dhl.de/energiezuschlag">dhl.de/energiezuschlag</a>
Peak surcharge*	+ 0.19

## Prices in EUR

\* see list “additional price components” at the end of this offer

<sup>1</sup> As of 01.01.2025, the Warenpost product will be replaced by the DHL Kleinpaket product - a product of DHL Paket GmbH. The DHL PAKET/EXPRESS NATIONAL General Terms and Conditions (GTC PAKET/EXPRESS NATIONAL) will apply to DHL Kleinpaket. The Warenpost International product remains unaffected by this change.

## DHL RETOURE with pick- up and label

### Our services = benefits for you:

- ✓ DHL brings the label along
- ✓ Optimum returns service for your customers across Germany
- ✓ Generous dimensions for sending parcels up to 120 x 60 x 60 cm
- ✓ Minimum size in cm (LxWxH): min. 15 x 11 x 1
- ✓ Maximum weight of 31.5 kg
- ✓ Collection date can be specified up to fourteen days in advance
- ✓ Liability against loss or damage up to EUR 500
- ✓ Delivery Mondays to Saturdays
- ✓ Incl. Tracking via Track & Trace

The pricing for the product DHL Retoure with pick-up and label is among other things based on the following basic and structural data:

The monthly item quantity corresponds to the following item quantity, extrapolated over the year, (number of parcels): 1,000 items  
Distribution of the item quantity, extrapolated over the year, per month (in %):

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	10%	10%

The quantity of bulky items, extrapolated over the year: -- parcels

We offer you the following lump-sum (without prices for services): 5.09 EUR

### BASIC FEATURES

Saturday delivery

### Prices in EUR

+ 0.00

### SERVICES

Bulky goods

+ xx.xx

Individual collection order

- with label printing via DHL GKP

+ 1.99

- request via call center additionally

+ 2.50

GoGreen

+ 0.02

### ADDITIONAL FEES

Energy surcharge\*

### Prices in EUR

+ see [dhl.de/energiezuschlag](https://www.dhl.de/energiezuschlag)

Peak surcharge\*

+ 0.19

# DHL PAKET International / DHL PAKET International Premium

## Our services = benefits for you:

- ✓ Fast and safe dispatch around the world in more than 220 countries and territories of the world
- ✓ Generous dimensions for sending parcels usually up to 120 x 60 x 60 cm ((if applicable, depending on the country of destination)
- ✓ Minimum size in cm (LxWxH): min. 15 x 11 x 1
- ✓ Maximum weight of 31.5 kg (if applicable, depending on the country of destination)
- ✓ Inclusive additional insurance against loss or damage up to EUR 500
- ✓ Faster transport with the premium service
- ✓ Choice of delivery method (Closest Droppoint or Doorstep Delivery) to multiple EU destinations
- ✓ Cross-border tracking via Track & Trace in many countries
- ✓ Standardized accompanying documents for all countries
- ✓ International postal customs clearance

The pricing for the product DHL Paket International and DHL Paket International Premium is among other things based on the following basic and structural data (cumulative):

The monthly item quantity corresponds to the following item quantity, extrapolated over the year, (number of parcels): 500 items

Distribution of the item quantity, extrapolated over the year, per month (in %):

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	10%	10%

Average space (volume) per parcel: 5 litres

We offer you the following prices:

Tarifzone (see annex)	<b>DHL PAKET International</b>		<b>DHL PAKET International Premium</b>	
	Basic price in EUR	Price per kg in EUR	Basic price in EUR	Price per kg in EUR
1				
2				
3				
4				
5				
6				

You can find the dispatch prices for the individual countries in Annex P01.  
Invoicing for weight-based prices is per piece and rounded up to 100 grams.

### SERVICES

Cash on delivery*	+ 3.60
Additional collection charge*	+ 5.00
Bulky goods	+ XX.XX (+ 21,00 from 01.01.2025)
Additional insurance up to EUR 2,500*	+ 10.00
Additional insurance up to EUR 25,000*	+ 50.00
GoGreen	
- within Europe (see defined countries)	+ 0.12
- outside Europe (all other countries of the world)	+ 0.84
Services for non-delivery, Return to Sender: (The sender does not affect the choice of the return path.)	
- repatriation by the fastest route (air repatriation)*	+ 20.00
- repatriation by the cheapest route (road repatriation)*	+ 10.00
- abandoning	+ 0.00
Postal Delivered Duty Paid*	+ 4.00

### Prices in EUR

### ADDITIONAL FEES

Routing code*	+ 0.49
Lorry Toll and CO <sub>2</sub> surcharge*	+ 0.18 (+0,19 from 01.01.2025)
Brexit-Handling* (not applicable from 01.01.2025)	+ 3.95
Peak surcharge*	+ 0.19
International transport cost surcharge*	see <a href="https://www.dhl.de/transportcostsurcharge">dhl.de/transportcostsurcharge</a>

\* see list "additional price components" at the end of this offer

## WARENPOST International / WARENPOST International Premium – Merchandise shipment International

### Our services = benefits for you:

- ✓ Reliable dispatch around the world in more than 220 countries and territories
- ✓ Minimum size in cm (LxWxH): 9 x 14 x 0,1
- ✓ Maximum size in cm (LxWxH): 35,3 x 25 x 10
- ✓ Maximum weight 1 kg
- ✓ Warenpost International: inexpensive shipping of small-format goods without Track & Trace and liability
- ✓ Warenpost International Premium: incl. Track & Trace and liability for numerous destinations (acc. dhl.de/warenpostinternational)

The pricing for the product “Warenpost International / Premium – Merchandise shipment” is among other things based on the following basic and structural data:

The monthly item quantity corresponds to the following item quantity, extrapolated over the year, (number of Warenpost International / Premium– Merchandise shipments): 12.000 items  
Annual share of shipments ≤ 3 cm 80 %  
Annual share of bag packaging 3 %  
Average space (volume) per shipment: 4,7 litres

The agreed prices can be found in the special Appendix **P01**.

Invoicing for weight-based prices is per piece and rounded up to 100 grams.

### SERVICES

GoGreen

### Preis in EUR

+ 0.20

### Additional Fees

Return fee Warenpost International / Premium  
Peak surcharge\*

### Price in EUR

+ 4.00

+ 0.19

# DHL RETOURE International

## Our services = benefits for you:

- ✓ The option for international returns to Germany
- ✓ The return label is created online
- ✓ Accepted at many retail outlets of the relevant postal companies and cooperation partners
- ✓ Liability against loss or damage up to EUR 500
- ✓ Lump-sum calculated on an individual basis for all returned parcels
- ✓ Complete transparency and control of impending returns
- ✓ Country-specific maximum dimensions and weights

The pricing for the product DHL Retoure International is among other things based on the following basic and structural data:

The monthly item quantity corresponds to the following item quantity, extrapolated over the year, (number of parcels): 50 items

Distribution of the item quantity, extrapolated over the year, per month (in %):

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	10%	10%

We offer you the following prices without surcharges for additional services:

Country	Price in EUR
Austria	
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	
Estonia	
Finland	
France	
Greece*	
Hungary	
Ireland	
Italy	
Latvia	
Lithuania	
Luxembourg	
Malta	
Netherlands	
Norway (from 01.02.2025)	
Poland	
Portugal*	
Romania	
Slovakia	
Slovenia	
Spain	
Sweden*	
Switzerland	
United Kingdom	

\* From 01.02.2025, the returns processes for the destinations Greece, Portugal and Sweden will be further standardized, which will improve transit times, among other things

## ADDITIONAL FEES

Lorry Toll and CO<sub>2</sub> surcharge\*  
 Non workable items\*  
 Brexit-Handling\* (not applicable from 01.01.2025)  
 Peak surcharge\*

## Prices in EUR

+ 0.18 (+0,19 from 01.01.2025)  
 + XX.XX (+ 21.00 from 01.01.2025)  
 + 1.65  
 + 0.19

\* see list "additional price components" at the end of this offer

## GENERAL ADDITIONAL FEES

## Prices in EUR

**Expense allowance for omitted or incorrect weight determination according to 3.3.5 of the agreement; applies to all products:**

- Supplemental collection fee per parcel (per each item) national / international + 2.00
- Lump sum (per each item) national / international in the case of deliberately (intentionally) false information manipulation: + 18.00

### **Lump sum for ordering shipping materials**

- Online using the Post & DHL Business Customer Portal + 0.00
- Using email + 5.00

MASTER

**\* Additional price components to the services / additional fees      Declaration**

The asterisk notes are product-dependent and relevant only in case a corresponding asterisk reference is included on the respective product page

**National**

Additional insurance up to EUR 2,500	Insurance of the value of goods against damage to goods (loss or damage) beyond the existing liability limit of 500 euro; Value added tax free according to § 4 UStG
Additional insurance up to EUR 25,000	Insurance of the value of goods against damage to goods (loss or damage) beyond the existing liability limit of 500 euro; Value added tax free according to § 4 UStG
Retail outlet routing	This service fee will be charged only if the shipment is stored at the retail outlet due to non-delivery. In case of a non-collection at the retail outlet the shipment is returned to sender and the return fee will be charged
Parcel recall	In case of a return to sender a return fee will be charged.
Routing Code	Coding fee, if routing code is not available, incorrect or illegible.
Lorry Toll an CO <sub>2</sub> surcharge	Separately from the parcel price for the applicable products a surcharge will be charged due to state levies with direct relation to our transport service. This concerns in particular the fee for the use of federal highways with heavy commercial vehicles in Germany (LKW Mautzuschlag) and the additional costs resulting from the federal government's CO <sub>2</sub> pricing.
Energy surcharge	Percentage surcharge additional to the parcel price according to current energy price development. For all information concerning amount, calculation and effect of the surcharge, please visit <a href="https://www.dhl.de/energiezuschlag">dhl.de/energiezuschlag</a> .
Peak surcharge	Surcharge additional to the parcel price, valid in the months of November and December, to ensure necessary investments in DHL's infrastructure.



## International

Cash on Delivery	Depending on country of destination, usually Europe. As a rule, payment of a return charge for the return transportation of the COD amount (depending on destination country) by the recipient
Additional collection charge	Without detail of IBAN (International Bank Account Number) und BIC (Bank Identifier Code) plus 5,00 EUR
Additional insurance up to EUR 2,500	Insurance of the value of goods against damage to goods (loss or damage) beyond the existing insurance limit of 500 euro; Value added tax free according to § 4 UStG
Additional insurance up to EUR 25,000	Insurance of the value of goods against damage to goods (loss or damage) beyond the existing insurance limit of 500 euro; Value added tax free according to § 4 UStG
Services for non-delivery, Return to Sender: (The sender does not affect the choice of the return path.) <ul style="list-style-type: none"><li>- repatriation by the fastest route (air repatriation)</li><li>- repatriation by the cheapest route (road repatriation)</li></ul>	Depending on country of destination country
Return if non deliverable (not applicable from 01.01.25)	Plus transport price export
Delivery to remote areas	List of the affected zip codes see <a href="http://www.dhl.de/remotearias-europaket">www.dhl.de/remotearias-europaket</a>
Postal Delivered Duty Paid	The recipient receives the DHL Paket International in the destination country without separate payment of import duties: these (customs duties, import sales tax and fees) are paid in advance by Deutsche Post AG and subsequently settled with the sender afterwards.
Routing Code	Coding fee, if routing code is not available, incorrect or illegible.
Lorry Toll an CO <sub>2</sub> surcharge	Separately from the parcel price for the applicable products a surcharge will be charged due to state levies with direct relation to our transport service. This concerns in particular the fee for the use of federal highways with heavy commercial vehicles in Germany (LKW Mautzuschlag) and the additional costs resulting from the federal government's CO <sub>2</sub> pricing.
Non workable items	Manual Processing Surcharge for international return shipments caused by non-compliance to country-specific weight and dimension limits.
Brexit-Handling (not applicable from 01.01.2025)	Due per parcel to the United Kingdom, the Isle of Man and the Channel Islands due to the withdrawal from the European Union and the trade relationship.
Peak surcharge	Surcharge additional to the parcel price, valid in the months of November and December, to ensure necessary investments in DHL's infrastructure.
International transport cost surcharge	Necessary surcharge due to recent pricing changes made by the airlines used by DHL Group.

## DHL - The strong brand

DHL Group's logistics activities are bundled under the globally recognized umbrella brand DHL. DHL is synonymous with reliability, speed and global service.

### Quality/environment

Our services are measured against the most stringent quality requirements. DHL's logistics services are TÜV-certified to ISO standards. As a global leader in logistics, DHL Group commits itself to protecting the environment and growing in a sustainable way. Efficient logistics structures and modern technology mean that resources are used economically. DHL is the first logistics service provider to offer its customers climate-friendly parcel delivery in the shape of DHL *GOGREEN*.

### Customer service

Your personal contact will be available to you Mondays to Fridays, 08:00 to 19:00.

### Collection

We collect your parcels at the individually agreed days. For fast exchange of cargo and for careful transport of items, we will be happy to provide you with our handy wheeled parcel containers if this is useful from the point of view of the quantity and the local conditions.

Warenpost (from 01.01.2025 „DHL Kleinpaket“) and Warenpost International / Premium– Merchandise shipment will only be collected if collection has been agreed.

### Prices

All prices listed in the proposal exclude the statutory value added tax and – in case of parcels - generally include collection at the agreed pick-up address(es).

### Terms

The offer is subject to the usual terms and conditions of DHL Paket (customer agreement template to be found at Post & DHL Business Customer Portal section “Help & Information”, chapter “Regulations & Contract documents”)\*. DHL Paket works exclusively on the basis of its applicable Allgemeine Geschäftsbedingungen (general terms and conditions), which can be found at [dhl.de/annexes-business-customer-contract](https://www.dhl.de/annexes-business-customer-contract) and are available there to download or can be sent on request.

### Offer Validity

This offer is based on the information you provided regarding quantity, weight and shipment volume amongst others. The offer is subject to change and is valid for a maximum of 30 days from tendering. Acceptance of this offer requires a written agreement with these binding conditions and prices and the positive outcome of a credit check requested by us, if necessary.

\* Please contact your sales representative.