



DHL EXPRESS SERVICE AGREEMENT

DHL Express - Excellence. Simply delivered. 

TIME DEFINITE



DHL Express

Customer: Medcem GmbH

DHL EXPRESS WORLDWIDE

Envelope up to 300 g only

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.3	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22

Documents up to 2.0 KG

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22
1.0	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22
1.5	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22
2.0	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22

Non-documents from 0.5 KG & Documents from 2.5 KG

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22
1.0	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22
1.5	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22
2.0	8.29	13.53	13.53	15.63	15.63	20.88	24.02	28.22
2.5	10.39	18.77	18.77	20.87	20.87	27.17	31.36	38.71
3.0	10.39	18.77	18.77	20.87	20.87	27.17	31.36	38.71
3.5	10.39	18.77	18.77	20.87	20.87	27.17	31.36	38.71
4.0	10.39	18.77	18.77	20.87	20.87	27.17	31.36	38.71
4.5	10.39	18.77	18.77	20.87	20.87	27.17	31.36	38.71
5.0	10.39	18.77	18.77	20.87	20.87	27.17	31.36	38.71
5.5	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
6.0	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
6.5	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
7.0	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
7.5	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
8.0	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
8.5	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
9.0	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
9.5	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
10.0	17.73	29.26	29.26	31.36	31.36	47.10	52.34	57.59
11.0	19.83	31.36	31.36	33.46	33.46	51.30	56.54	61.79
12.0	21.93	33.46	33.46	35.56	35.56	55.50	60.74	65.99
13.0	24.03	35.56	35.56	37.66	37.66	59.70	64.94	70.19
14.0	26.13	37.66	37.66	39.76	39.76	63.90	69.14	74.39
15.0	28.23	39.76	39.76	41.86	41.86	68.10	73.34	78.59
16.0	30.33	41.86	41.86	43.96	43.96	72.30	77.54	82.79
17.0	32.43	43.96	43.96	46.06	46.06	76.50	81.74	86.99
18.0	34.53	46.06	46.06	48.16	48.16	80.70	85.94	91.19
19.0	36.63	48.16	48.16	50.26	50.26	84.90	90.14	95.39
20.0	38.73	50.26	50.26	52.36	52.36	89.10	94.34	99.59
21.0	41.15	52.36	52.36	54.46	54.46	93.30	99.06	104.83
22.0	43.57	54.46	54.46	56.56	56.56	97.50	103.78	110.07
23.0	45.99	56.56	56.56	58.66	58.66	101.70	108.50	115.31
24.0	48.41	58.66	58.66	60.76	60.76	105.90	113.22	120.55
25.0	50.83	60.76	60.76	62.86	62.86	110.10	117.94	125.79
26.0	53.25	62.86	62.86	64.96	64.96	114.30	122.66	131.03
27.0	55.67	64.96	64.96	67.06	67.06	118.50	127.38	136.27
28.0	58.09	67.06	67.06	69.16	69.16	122.70	132.10	141.51
29.0	60.51	69.16	69.16	71.26	71.26	126.90	136.82	146.75
30.0	62.93	71.26	71.26	73.36	73.36	131.10	141.54	151.99
40.0	89.13	97.46	97.46	99.56	99.56	183.50	199.24	214.89
50.0	115.33	123.66	123.66	125.76	125.76	235.90	256.94	277.79
60.0	141.53	149.86	149.86	151.96	151.96	288.30	314.64	340.69
70.0	167.73	176.06	176.06	178.16	178.16	340.70	372.34	403.59

Adder rate per additional 0.5 KG from 10.1 KG

From	To	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
10.1	20	1.05	1.05	1.05	1.05	1.05	2.10	2.10	2.10
20.1	30	1.21	1.05	1.05	1.05	1.05	2.10	2.36	2.62

Adder rate per additional 1 KG from 30.1 KG

From	To	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
30.1	70	2.62	2.62	2.62	2.62	2.62	5.24	5.77	6.29
70.1	300	3.67	3.67	3.67	3.67	3.67	6.29	6.82	7.34
300.1	99 999	5.25	5.25	5.25	6.29	6.29	7.34	7.87	8.92

Premium 9:00: add 25.00 EUR to the DHL EXPRESS WORLDWIDE rate

Premium 10:30: add 15.00 EUR to the DHL EXPRESS WORLDWIDE rate

Premium 12:00: add 5.00 EUR to the DHL EXPRESS WORLDWIDE rate

- All Rates stated here are in EUR. Adder/Multiplier Rates specified up to are inclusive rates.
- The Rates as set out in this rate card are based on the shipment volumes and profiles that have been provided by the Customer. In the event of a shortfall on the projected volumes or a substantial change in the weight or destination mix, DHL reserves the right to revise the Rates at any time upon prior written notice to the Customer.
- Fuel surcharges, customs duties, taxes and clearance-related charges are not included in the tariffs.
- Volumetric Weight (kg) = Length x Width x Height (cm3) / 5000
- DHL Express does not accept shipments exceeding 3,000kg, or containing pieces exceeding 300 kg or 300 cm length, or not meeting DHL standards for packing. Refer to Packing Guide on www.dhl.com. These network restrictions are subject to change with 30 days notice.
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DHL Express

Customer: Medcem GmbH

DHL EXPRESS WORLDWIDE IMPORT

Documents up to 2.0 KG

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
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17.0	32.43	43.96	43.96	46.06	46.06	76.50	81.74	86.99
18.0	34.53	46.06	46.06	48.16	48.16	80.70	85.94	91.19
19.0	36.63	48.16	48.16	50.26	50.26	84.90	90.14	95.39
20.0	38.73	50.26	50.26	52.36	52.36	89.10	94.34	99.59
21.0	41.15	52.36	52.36	54.46	54.46	93.30	99.06	104.83
22.0	43.57	54.46	54.46	56.56	56.56	97.50	103.78	110.07
23.0	45.99	56.56	56.56	58.66	58.66	101.70	108.50	115.31
24.0	48.41	58.66	58.66	60.76	60.76	105.90	113.22	120.55
25.0	50.83	60.76	60.76	62.86	62.86	110.10	117.94	125.79
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50.0	115.33	123.66	123.66	125.76	125.76	235.90	256.94	277.79
60.0	141.53	149.86	149.86	151.96	151.96	288.30	314.64	340.69
70.0	167.73	176.06	176.06	178.16	178.16	340.70	372.34	403.59

Adder rate per additional 0.5 KG from 10.1 KG

From	To	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
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20.1	30	1.21	1.05	1.05	1.05	1.05	2.10	2.36	2.62

Adder rate per additional 1 KG from 30.1 KG

From	To	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
30.1	70	2.62	2.62	2.62	2.62	2.62	5.24	5.77	6.29
70.1	300	3.67	3.67	3.67	3.67	3.67	6.29	6.82	7.34
300.1	99 999	5.25	5.25	5.25	6.29	6.29	7.34	7.87	8.92

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DHL Express

Customer: Medcem GmbH

DHL EXPRESS INTERNATIONAL EXPORT ZONING & IMPORT ZONING

Countries & Territories	Zone	Countries & Territories	Zone	Countries & Territories	Zone	Countries & Territories	Zone
Afghanistan (AF)	8	Egypt (EG)	8	Liechtenstein (LI)	4	Sao Tome And Principe (ST)	8
Albania (AL)	5	El Salvador (SV)	8	Lithuania (LT)	3	Saudi Arabia (SA)	8
Algeria (DZ)	8	Eritrea (ER)	8	Luxembourg (LU)	2	Senegal (SN)	8
American Samoa (AS)	8	Estonia (EE)	3	Macau (MO)	8	Serbia, Rep. Of (RS)	5
Andorra (AD)	5	Ethiopia (ET)	8	Madagascar (MG)	8	Seychelles (SC)	8
Angola (AO)	8	Falkland Islands (FK)	8	Malawi (MW)	8	Sierra Leone (SL)	8
Anguilla (AI)	8	Faroe Islands (FO)	5	Malaysia (MY)	7	Singapore (SG)	7
Antigua (AG)	8	Fiji (FJ)	8	Maldives (MV)	8	Slovakia (SK)	1
Argentina (AR)	8	Finland (FI)	3	Mali (ML)	8	Slovenia (SI)	1
Armenia (AM)	8	France (FR)	2	Malta (MT)	3	Solomon Islands (SB)	8
Aruba (AW)	8	French Guyana (GF)	8	Mariana Islands (MP)	8	Somalia (SO)	8
Australia (AU)	8	Gabon (GA)	8	Marshall Islands (MH)	8	Somaliland, Rep Of (XS)	8
Azerbaijan (AZ)	8	Gambia (GM)	8	Martinique (MQ)	8	South Africa (ZA)	8
Bahamas (BS)	8	Georgia (GE)	8	Mauritania (MR)	8	South Sudan (SS)	8
Bahrain (BH)	8	Germany (DE)	1	Mauritius (MU)	8	Spain (ES)	3
Bangladesh (BD)	8	Ghana (GH)	8	Mayotte (YT)	8	Sri Lanka (LK)	8
Barbados (BB)	8	Gibraltar (GI)	5	Mexico (MX)	6	St. Barthelemy (XY)	8
Belarus (BY)	5	Greece (GR)	3	Micronesia (FM)	8	St. Eustatius (XE)	8
Belgium (BE)	2	Greenland (GL)	5	Moldova, Rep. Of (MD)	5	St. Kitts (KN)	8
Belize (BZ)	8	Grenada (GD)	8	Monaco (MC)	2	St. Lucia (LC)	8
Benin (BJ)	8	Guadeloupe (GP)	8	Mongolia (MN)	8	St. Maarten (XM)	8
Bermuda (BM)	8	Guam (GU)	8	Montenegro, Rep Of (ME)	5	St. Vincent (VC)	8
Bhutan (BT)	8	Guatemala (GT)	8	Montserrat (MS)	8	Sudan (SD)	8
Bolivia (BO)	8	Guernsey (GG)	5	Morocco (MA)	8	Suriname (SR)	8
Bonaire (XB)	8	Guinea Rep. (GN)	8	Mozambique (MZ)	8	Swaziland (SZ)	8
Bosnia & Herzegovina(BA)	5	Guinea-Bissau (GW)	8	Myanmar (MM)	8	Sweden (SE)	3
Botswana (BW)	8	Guinea-Equatorial (GQ)	8	Namibia (NA)	8	Switzerland (CH)	4
Brazil (BR)	8	Guyana (British) (GY)	8	Nauru, Rep. Of (NR)	8	Syria (SY)	8
Brunei (BN)	8	Haiti (HT)	8	Nepal (NP)	8	Tahiti (PF)	8
Bulgaria (BG)	3	Honduras (HN)	8	Netherlands, The (NL)	2	Taiwan (TW)	7
Burkina Faso (BF)	8	Hong Kong (HK)	7	Nevis (XN)	8	Tajikistan (TJ)	8
Burundi (BI)	8	Hungary (HU)	1	New Caledonia (NC)	8	Tanzania (TZ)	8
Cambodia (KH)	8	Iceland (IS)	5	New Zealand (NZ)	8	Thailand (TH)	7
Cameroon (CM)	8	India (IN)	7	Nicaragua (NI)	8	Timor-Leste (TL)	8
Canada (CA)	6	Indonesia (ID)	7	Niger (NE)	8	Togo (TG)	8
Canary Islands, The (IC)	5	Iran (IR)	8	Nigeria (NG)	8	Tonga (TO)	8
Cape Verde (CV)	8	Iraq (IQ)	8	Niue (NU)	8	Trinidad And Tobago (TT)	8
Cayman Islands (KY)	8	Ireland, Rep. Of (IE)	3	North Macedonia (MK)	5	Tunisia (TN)	8
Central African Rep(CF)	8	Israel (IL)	8	Norway (NO)	5	Turkey (TR)	5
Chad (TD)	8	Italy (IT)	1	Oman (OM)	8	Turkmenistan (TM)	8
Chile (CL)	8	Jamaica (JM)	8	Pakistan (PK)	8	Turks & Caicos (TC)	8
China (CN)	7	Japan (JP)	7	Palau (PW)	6	Tuvalu (TV)	8
Colombia (CO)	8	Jersey (JE)	5	Panama (PA)	8	USA (US)	6
Comoros (KM)	8	Jordan (JO)	8	Papua New Guinea (PG)	8	Uganda (UG)	8
Congo (CG)	8	Kazakhstan (KZ)	8	Paraguay (PY)	8	Ukraine (UA)	5
Congo, DPR (CD)	8	Kenya (KE)	8	Peru (PE)	8	United Arab Emirates (AE)	8
Cook Islands (CK)	8	Kiribati (KI)	8	Philippines, The (PH)	8	United Kingdom (GB)	2
Costa Rica (CR)	8	Korea, Rep. Of (KR)	8	Poland (PL)	3	Uruguay (UY)	8
Cote D Ivoire (CI)	8	Korea, D.P.R Of (KP)	8	Portugal (PT)	3	Uzbekistan (UZ)	8
Croatia (HR)	1	Kosovo (KV)	5	Puerto Rico (PR)	8	Vanuatu (VU)	8
Cuba (CU)	8	Kuwait (KW)	8	Qatar (QA)	8	Vatican City (VA)	1
Curacao (XC)	8	Kyrgyzstan (KG)	8	Reunion, Island Of (RE)	8	Venezuela (VE)	8
Cyprus (CY)	3	Laos (LA)	8	Romania (RO)	3	Vietnam (VN)	8
Czech Rep., The (CZ)	1	Latvia (LV)	3	Russian Federation (RU)	8	Virgin Islands-British (VG)	8
Denmark (DK)	3	Lebanon (LB)	8	Rwanda (RW)	8	Virgin Islands-US (VI)	8
Djibouti (DJ)	8	Lesotho (LS)	8	Saint Helena (SH)	8	Yemen, Rep. Of (YE)	8
Dominica (DM)	8	Liberia (LR)	8	Samoa (WS)	8	Zambia (ZM)	8
Dominican Rep. (DO)	8	Libya (LY)	8	San Marino (SM)	5	Zimbabwe (ZW)	8
Ecuador (EC)	8						

TIME DEFINITE



DHL Express

Customer: Medcem GmbH

DHL EXPRESS DOMESTIC

Envelope up to 300 g only

KG	Zone AT
0.3	5.49

Non-documents from 3.0 KG Worldwide

KG	Zone AT
3.0	5.76
5.0	5.76
10.0	5.76
15.0	5.76
20.0	5.76
25.0	5.76
30.0	5.76
40.0	12.05
50.0	19.39
60.0	27.78
70.0	37.22

Adder rate per additional 1 KG from 70.1 KG

From	To	Zone AT
70.1	300	0.52
300.1	99 999	0.52

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SERVICES AND SURCHARGES



DHL Express

Customer: Medcem GmbH

Services and Surcharges

SERVICES

Name	Description	Price Mechanism	Net Charge	Products Applicable
DUTIES & TAXES PAID	At Shipper'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.	rate per shipment	5.00 EUR	All Products

SURCHARGES

Name	Description	Price Mechanism	Net Charge	Products Applicable
FUEL SURCHARGE	The variable percentage surcharge derived from a publically available diesel and jet fuel index each month that is applied to the weight charge and applicable surcharges of each shipment. More information and the applicable monthly percentage can be found on http://www.dhl.at/en/express/shipping/shipping_advice/express_fuel_surcharge.html	% on transportation and additional charges	18.00 %	IMPORT EXPRESS WORLDWIDE, IMPORT EXPRESS 9:00, IMPORT EXPRESS 12:00, EXPRESS WORLDWIDE, EXPRESS ENVELOPE, EXPRESS 9:00, EXPRESS 10:30, EXPRESS 12:00, 3RD COUNTRY EXPRESS DOMESTIC, 3RD COUNTRY EXPRESS DOMESTIC 9:00, 3RD COUNTRY EXPRESS DOMESTIC 10:30, 3RD COUNTRY EXPRESS DOMESTIC 12:00, 3RD COUNTRY EXPRESS WORLDWIDE, 3RD COUNTRY EXPRESS 9:00, 3RD COUNTRY EXPRESS 10:30, 3RD COUNTRY EXPRESS 12:00
		% on transportation and additional charges	10.00 %	EXPRESS DOMESTIC, EXPRESS DOMESTIC 9:00, EXPRESS DOMESTIC 10:30, EXPRESS DOMESTIC 12:00, EXPRESS ENVELOPE DOMESTIC, IMPORT ECONOMY SELECT, 3RD COUNTRY ECONOMY SELECT, ECONOMY SELECT
REMOTE AREA PICKUP	An international remote area pickup is defined by a post code (or town name in the absence of post code) that is determined as difficult to serve or too distant.		Your charges are waived.	IMPORT EXPRESS WORLDWIDE, IMPORT EXPRESS 9:00, IMPORT EXPRESS 12:00, IMPORT ECONOMY SELECT
REMOTE AREA	On a contractual basis, DHL will apply a surcharge to each shipment, allowing customers to eliminate fluctuation of the individual shipment costs by spreading the charge for remote deliveries over the total shipping volumes.	rate per shipment	0.75 EUR	IMPORT EXPRESS WORLDWIDE, IMPORT EXPRESS 9:00, IMPORT EXPRESS 12:00, EXPRESS WORLDWIDE, EXPRESS ENVELOPE, EXPRESS 9:00, EXPRESS 10:30, EXPRESS 12:00, IMPORT ECONOMY SELECT, ECONOMY SELECT
REMOTE AREA DELIVERY	An international remote area delivery is defined by a post code (or town name in the absence of post code) that is determined as difficult to serve or too distant.		Your charges are waived.	EXPRESS WORLDWIDE, EXPRESS ENVELOPE, EXPRESS 9:00, EXPRESS 10:30, EXPRESS 12:00, ECONOMY SELECT

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)	5 000

General

Acceptance of offer	IN FORWARDING THIS DOCUMENT TO DHL Express WITH YOUR EMAIL ACCEPTANCE, VIA SIGNED HARD COPY, OR BY SHIPPING WITH DHL EXPRESS, 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 EXPRESS AND YOUR ACCEPTANCE IS SUBJECT TO DHL Express RECEIVING A SATISFACTORY CREDIT CHECK AGAINST THE CUSTOMER.
Term and Termination	This Service Agreement between DHL Express 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 for a period of one year or otherwise specified in the Rates. This Service Agreement may be terminated by either party upon one month 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	<p>Rates quoted are based on DHL Express's standard Terms and Conditions of Carriage as found on http://www.dhl.com/en/express/shipping/shipping_advice/terms_conditions.html.</p> <p>In case these Terms and Conditions do not contain any contradicting clauses, the General Austrian Forwarders Terms and Conditions (AÖSp) available on http://www.dhl.at/content/dam/downloads/at/logistics/pdf/A%c3%96Sp_deutsch.pdf are also applicable, as amended from time to time, however with the following limitations: In the event of destruction, loss, damage or delay of freight in the course of international carriage of goods by means of aircraft for money, liability is based exclusively on the 1999 Montreal Convention, as amended from time to time. Liability amounts higher than maximum liability amounts provided in the MC and waivers of maximum liability amounts cannot be stipulated effectively. The maximum amounts of liability of the MC therefore apply without exception to any degree of negligence.</p> <p>An agreement on a statement of value or a statement of interest is not possible in any case without exception. DHL Express expressly objects to any kind of statement of value or statement of interest, particularly to such statement that could increase the maximum liability amounts provided in international conventions. DHL Express expressly indicates that any disclosure of an order value, value of goods (etc.) - by whatever means (in bills, orders, bills of lading, offers) - in no case shall lead to an agreement of a statement of value or a statement of interest, even if no explicit objection was raised by DHL Express.</p> <p>DHL Express'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 Express and shall exclude public holidays and weekends. Rates are calculated on the basis that shipment flows are from business address to business address.</p> <p>The first scan of a shipping item is the exclusive proof of receipt by DHL Express.</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 Express's standard rates (as found on http://www.dhl.at/en/express.html or which shall be made available upon request).
Basis of quotation	The Rates for transportation, services, and surcharges, as set out in this Service Agreement are based on a revenue qualifier agreed with the customer or otherwise 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 Express 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 Express Rates. Shipments will be charged according to the higher of actual or volumetric (dimensional) weight. DHL Express 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 Express reserves the right to modify this formula. Please refer to DHL Express 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 (VAT), sales taxes (or equivalent), 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 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.</p> <p>Unforeseen Events a. Governmental and Regulatory Increases Any additional governmental or regulatory practices, procedures or regulations which result in increased costs to DHL Express e.g. those enforced by IATA, will be passed on proportionately to the Customer upon thirty days written notice.</p> <p>b. Emergency Situations DHL Express reserves the right to apply surcharges to recover costs associated with temporary emergency situations beyond DHL Express'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 Express may from time to time elect to revise its fuel surcharge table.

Price review

General Price Increase	In general, DHL Express'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 Express'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 at OENB exchange rates identified by DHL Express, DHL Express shall be entitled to adjust the Rates applicable to the said country upon 30 days prior notice. 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 Express shall be entitled to adjust the Rates upon 30 days prior notice.
Notice period for changes	DHL Express will announce changes in Rates with a 30 days prior notice (except any emergency surcharge).

Invoicing and payment

Payment terms	<p>Invoices may be issued weekly. Payment terms are 7 days net from date of invoice unless otherwise specified in the Rates. Duties, Taxes and customs services due on the shipment shall be paid by the Customer within 7 days of receipt of invoice. 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 to the DHL entity issuing the invoices within 7 days of invoice date. DHL prefers to put in place direct debit facilities to receive payments 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 of 2% per month to the balance outstanding and overdue and/or suspend the services. Customer is responsible for the payment of rates, charges and duties relating to any shipment carried under the Customer's account numbers. Customer is responsible for the payment of Rates, Surcharges and duties relating to any shipment carried under the Customer's Import Express Account number. Invoicing is done on a weekly basis.</p> <p>Customer expressly agrees to receive electronic invoices. Customer can revoke this approval at any time.</p>
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Other

E-Commerce	<p>This section and its regulations refer to E-Commerce shipments only, which are specified as follows by DHL Express:</p> <p>All shipments generated through sales and distribution via a website, an Online-Shop or E-commerce platform that are delivered directly to the consumer (B2C).</p> <p>For all shipments the usage of On Demand Delivery is mandatory, which requires the capture and use of contact details for all receivers. The shipper is obliged to pay all import duties and taxes by choosing the billing service Duties & Taxes Paid (DTP) for all non-EU shipments.</p> <p>The fuel surcharge is reviewed and adapted to the published index if needed on annual basis in the course of the general price increase (GPI). The surcharge for remote area delivery is reviewed every 6 months and adapted to the actual number of shipments to areas, declared as remote area by DHL Express.</p> <p>SEPA direct debit scheme for invoice payments to DHL Express is obligatory.</p>
Online shipping tools	<p>The Rates are based on Customer's commitment to use the following DHL Express online shipping tools such as: DHL Express WebShipping, DHL Express Import Express Online, DHL Express Connect, DHL Express EasyShip, DHL Express eMailShip, DHL Express XML Services, and EDI (transmission of shipment data through electronic data interchange) ("eCom Tools"). In case of usage of DHL Express IntraShip all shipping data has to be transmitted to DHL Express prior to handover of the shipments to DHL Express. The documents generated are to be signed by Customer and DHL Express courier as confirmation of shipment receipt. Customer agrees to an automated transmission of shipment data at the end of the working day in case the transmission has not been initiated manually by Customer during the day. DHL Express invoices are not accompanied by a Proof of Delivery, which can be made available for an extra charge for a maximum period of 3 months after delivery.</p>
Confidential Information and Governing Law	<p>This Agreement and the rates are confidential. Neither party may disclose or publicize the existence or contents of this Agreement without the prior consent of the other party.</p> <p>The governing law of the Agreement shall be the substantive law of the Republic of Austria under exclusion of the UN Convention on Contracts for the International Sale of Goods, and the court of Vienna, Inner City/Austria[city/country] shall have exclusive jurisdiction. This Agreement sets out the entire agreement between the parties and supersedes and replaces any other prior verbal or written agreement.</p>

Data Privacy / Telecommunications Act

Customer registers and explicitly agrees to DHL Express' recording of my phone calls for quality assurance and training purposes. There is a separate reference prior to each call. Customer is entitled to object to the recording per call (§ 93 Telecommunications Act).

Customer complies with receiving commercial information via electronic mail (e-mail, SMS, etc.), fax and postal services as well as with getting contacted by phone. Customer can withdraw this approval at any time (§ 107 Telecommunications Act).

Furthermore Customer agrees to DHL Express' processing their personal data and to their submission of this data to other allied companies if required for the execution of the contract. Customer also agrees that DHL Express may use the data to inform them about further products and services of DHL Express. Customer can withdraw this approval at any time.

Customer guarantees to have been authorised by the recipients of their shipments to provide DHL with their personal data, specifically their e-mail address and phone number, to enable DHL to contact the recipient in the course of the shipment's delivery (mainly to simplify the delivery process and to alert the recipient on potentially occurring import turnover tax or import duties).
