



DB SCHENKER | parcel Technical service description

Size and properties of shipments

DB SCHENKER | parcel is a domestic and European parcel service where the recipient can be a company or a private person. The maximum weight of a single parcel is 30 kg, and that of a single shipment is 99 kg. The maximum length of a parcel is 2.0 m. In addition, the maximum length and circumference of a shipment can be 3.0 m in total. The maximum volume of a shipment is 0.4 m³. If the length of a single parcel is 2.01–5.00 m and its actual weight is less than 30 kg, it can be transported as a **DB SCHENKER | system** product.

Shipment to DB Schenker Collection Points is always one single parcel. Its maximum weight is 20 kg, maximum length is 2.0 m and maximum volume is 0.144 m³.

Transportation order and documents

Place your transportation order no later than before 12 noon on your desired pick-up date. You can place domestic transportation orders in online services until 1 pm. Any location-specific exceptions to pick-up dates are indicated in **DB SCHENKER | parcel** schedules. In conjunction with your transportation order, you may supplement your transportation service with value added services. These are presented in a separate attachment.

Every parcel in your shipment needs to be furnished with address labels with SSCC barcodes. More information about parcel address labels is presented in a separate attachment.

Shipments to DB Schenker Collection Points include the first text message or email notification.

Pricing and freighting principles

Pricing is based on the transportation route and the ship-

ment's tax weight which is determined on a product-specific basis. In addition, the fuel surcharge, taxes and other fees valid at each time are applied to the transportation charge. Additional charges set out in the price list can be applied to the service, if so required by the performance of the service.

Transportation charges

The transportation charge is shipment-specific. The transportation charge is based on the transportation agreement valid at each time.

Basic transportation consists of the following:

- Pick-up of the shipment from the sender to the departure terminal.
- Delivery of the shipment to the recipient to the destination terminal.
- Linehaul between pricing areas.

With regard to domestic parcel shipments, the special area increment is charged for specific transportation to the Åland Islands and the archipelago.

Pick-up

We mainly pick up shipments on weekdays between 8 am and 4 pm. We will pick up shipments left to the Collection Points latest on the following weekday. Any location-specific exceptions are indicated in **DB SCHENKER | parcel** schedules. We will pick up shipments using selected vehicles and their standard equipment, unless otherwise agreed upon. The pick-up location must be manned at the agreed pick-up time. The sender will pack the goods. We will load shipments from a location which is freely accessible by vehicle. Goods will be loaded from the immediate vicinity of

the vehicle (at most 5 m) using a pallet jack and, if required, a tail lift. If any other equipment is required for loading, the sender will load the goods using its loading equipment. If there are more than three shipments to be picked up, we will collect a separate pick-up charge.

Delivery

We deliver shipments according to the **DB SCHENKER | parcel** schedule. Shipments to DB Schenker Collection Points are delivered within one to three weekdays. Shipments delivered directly to DB Schenker Collection Point by consignor are despatched to destination Collection Point within two to five weekdays. Shipments are delivered to the delivery address which has been indicated in the order and which is freely accessible by vehicle. Goods will be unloaded to the immediate vicinity of the vehicle (at most 5 m). Shipments are only handed over to the recipient indicated in the order.

Product limitations

The following are not transported in the **DB SCHENKER | parcel** service:

- transportation of waste fractions
- house removals
- unpacked shipments
- live animals
- live plants
- burial urns
- products, the importing or exporting of which is prohibited in the departure, destination or transit country
- weapons, artworks, valuables and valuable papers

Dangerous goods

Charges for dangerous goods are determined according to a separate valid price list valid at each time. Limited quantities (LQ) and excepted quantities (EQ) of dangerous goods as well as lithium batteries under special provision 188 and products containing them are transported in the parcel service.

When transporting dangerous goods, the sender must comply with the laws, decrees and other regulations concerning the transportation of dangerous goods. When placing an order for the transportation of dangerous goods, the sender must report in good time before the transportation as a minimum UN-number, proper shipping name, dangerous goods label number, possible packing group, and any precautions to be taken if required. The sender must enter an appropriate description of the cargo in the waybill and provide the information and documents required for the transportation.

The sender is responsible for ensuring that the package used for the transportation of hazardous substances fulfils the requirements of the authorities and the legislation set for package markings. The sender and recipient must see to their obligations that have been defined in the legislation on the transportation of dangerous goods.

The sender and recipient are responsible for ensuring that we, being the service provider, do not incur any losses for consequences caused by the transportation of dangerous goods if we have not known and cannot have reasonably understood that the goods being transported are hazardous.

We do not transport any weapons or class 1 explosives, apart from products marked with classification identifier 1.4S. We do not transport class 7 radioactive substances, apart from consumer products under UN numbers 2908–2911. Temperature-regulated transportation of dangerous goods is subject to a separate order. For temperature-regulated transportation, dangerous goods of classes 4.1 and 5.2 are transported under a separate agreement.