

Terms of use

DSV FTL



DSV

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DSV FTL refers to a product of Schenker Deutschland AG in the area of full loads/FTL transports. The Terms and Conditions of Quotation for Land Transport, the ADSp (German Freight Forwarders' Terms and Conditions) and, insofar as these do not apply to logistics services, the latest version of the Logistics GTC (Logistik-AGB) shall apply. Furthermore, the following terms of use apply, which still take precedence over the ADSp and Logistics Terms and Conditions.

1. General scope of services/scope of application

- Geographical scope (Europe)
- For international, cross-border transports
- Consignments exceeding 22,500 kg gross weight or 13,1 ldm or 66 cbm as well as goods not conforming to **DSV System** (packages over 3m in length and over 30kg). The maximum length of a package must not exceed 6 m and the maximum width and height must not exceed 2.20 m.
- Door-to-door service (from loaded sender to free arrival recipient)
- Providing the transport service partly using the international DSV network
- The DSV Scheduler can be used as an indication of the transit time of the consignments (<https://www.dsv.com/en/support/self-services>).
- One-man crew for a truck is standard
- Standard vehicle type: Euro trailer with tarpaulin (13.6m)
- Maximum capacity of the vehicle: 33 pallets (L x W x H 120x80x220cm basic dimensions) and 24 t
- Stand time of up to 60 minutes is included in the scope of services; above this, stand fees of € 80 per started hour will be charged.
- Loading and unloading take place from the rear via a ramp
- Deviations from the general scope of services must be requested
- Country-specific requirements and regulations regarding vehicles and personnel are observed and complied with.
- Unless expressly agreed otherwise, the transshipment or additional loading of consignments is generally possible.
- The calculation of the standard transit time (from Monday to Friday) communicated at the time of booking begins with the date and time of loading.
- Schenker Deutschland AG reserves the right to release itself from the obligation to provide additional services mentioned in point 2 if no sufficient capacities are available. In such a case, the customer will be informed immediately and the price for the additional service will not be charged. Amounts already paid will be refunded immediately. In this case, the customer is entitled to withdraw from the entire transport order. No further consequential claims shall arise

from the discontinuation of the obligation to provide additional services. The liability of Schenker Deutschland AG for intent or gross negligence remains unaffected.

- Insofar as agreed transit times cannot be complied with, this shall not give rise to any consequential claims on the part of the customer. Schenker Deutschland AG will inform the customer of this without delay. The liability of Schenker Deutschland AG for intent or gross negligence remains unaffected.

2. Additional services offered in connection with the product

The product combination matrix attached as Annex 2 shows which combinations of products with additional services can be booked.

- Pre-notice pick-up – eMail/SMS
- Pre-notice delivery – eMail/SMS
- AM (08-12)/PM (12-16) pick-up/delivery
- Agreed delivery day via phone
- Cargo insurance
- Dangerous goods
- Dangerous goods - limited quantity
- Fix day delivery
- Fix day pick-up
- Export customs clearance
- Import customs clearance
- Proof of Delivery (POD)
- Transport-specific requirements, e.g. special load specification, load securing material, pallet exchange, mixed loading ban and reloading ban
- Insetting / fuel (HVO)

3. General requirements

Zur Erbringung der angebotenen Leistungen müssen nachfolgende allgemeine Voraussetzungen erfüllt sein:

- The booking must be placed no later than one working day (Mon. - Fri.) before the planned loading by 12:00 p.m. For bookings placed after 12:00, it is +1 working day.
- Transport safe packaging
- Loading and unloading must be possible during the day for at least eight hours without time window limitation between 6.00 a.m. and 6.00 p.m., unless the additional service collection/delivery time window has been agreed.
- Loading/unloading equipment (e.g. forklift truck, electric ant, etc.) must be provided by the sender or recipient.
- Loading/unloading is the responsibility of the sender or recipient.

- Clear identification of the confirmed additional service(s) on the medium used for the transmission of the transport data (forwarding order, EDI, registration for collection, etc.).
- Delivery notes are to be attached to the goods and are not transported separately
- Shipments with a value of goods > € 100,000 require a pre-announcement, which must be received at least 72 hours before the scheduled loading

4. Delivery Terms

The terms of delivery EXW, CPT, DAT, DAP and DDP are permitted. Notification by the principal that the order is to be executed in accordance with the Incoterms does not affect the contractual relationship between the principal and Schenker Deutschland AG.

5. Exclusions

- Exclusions according to ADSp and Logistics GTCs
- Removal goods
- Temperature controlled goods
- Live animals, unpacked plants, perishable goods
- Tobacco and alcohol
- Articles, weapons and ammunition subject to the War Weapons Control Act
- Radioactive goods
- Consignments that have to be unloaded from the side or with a crane
- Packages weighing more than 30 kg that cannot be moved underneath with forklift trucks
- C.O.D. shipments
- Orders of neutrality
- Avis orders
- Defined exclusion areas (DSV Scheduler)
- Seaport consignments
- Provision and exchange of pallets or other loading equipment
- Service restrictions are possible in the following cases:
 - Loading/unloading on islands or in enclaves
 - City centres with access restrictions
 - Road conditions not designed for a 40t truck
 - Time loss in the event of border crossings
 - Incomplete consignment information
 - Unusual ferry and train availability
 - Unusual weather conditions during transport

6. Rates

The current price agreement with Schenker Deutschland AG applies **DSV FTL**.

Appendix 1 Definitions of the additional services

Pre-notice pick-up – eMail/SMS: The contact person specified in the booking receives an email/SMS before the vehicle is out for pick-up. Details about name and e-mail address/mobile phone number of the contact person must be included in the booking. The message has a pure informative character and does not allow for individual agreements with regards to exact pick-up.

Pre-notice delivery – eMail/SMS: The contact person specified in the booking receives an email/SMS before the vehicle is out for delivery. Details about name and e-mail address/mobile phone number of the contact person must be included in the booking. The message has a pure informative character and does not allow for individual agreements with regards to exact delivery.

Cargo insurance: Protection against all risks of physical loss or damage to goods caused by external causes during transport, subject to the consent of the insurer.

Dangerous goods: Hazardous goods within the meaning of these terms and conditions are all goods that fall under the definition of the term in accordance with Section 2 Paragraph 1 of the Hazardous Goods Transport Act. These include substances and objects which, by virtue of their nature, their properties or their state, constitute a threat to public security, order, in particular for the general public, for important common goods, for life and the health of people as well as for animals and things. We always reserve the right to refuse the transport of hazardous goods. Furthermore, we will not accept hazardous goods that are not declared in accordance with the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) and other statutory provisions, that do not comply with these regulations, or that are not packed and labelled in accordance with these regulations. If the hazardous goods, after being taken over, are deemed to pose a risk, from the point of view of Schenker Deutschland AG, to other goods, items or life or safety of others, or if the hazardous goods and/or their description do not meet the legal requirements, Schenker Deutschland AG will contact the customer as far as possible in order to coordinate the measures to be taken. However, Schenker Deutschland AG reserves the right to dispose of the hazardous goods at the customer's expense. Hazardous goods cannot be stored in terminals.

Dangerous goods - limited quantity: Smaller amounts of hazardous goods (limited quantity) are handled and shipped in a compliant and secure way.

Fix day delivery: The shipment is delivered on the selected fix day.

Fix day pick-up: The shipment is picked up on the selected fix day.

Export customs clearance: Export Customs Clearance processes are carried out in a compliant way

Import customs clearance: Import Customs Clearance processes are carried out in a compliant way

Proof of Delivery (POD): Provision of the original CMR document, original or scan depending on customer agreement.

Insetting / fuel (HVO): With the optional service Insetting / fuel (HVO), it is possible to reduce Scope 3 emissions by using the "Book and Claim" solution. The solution enables the separation of physical customer shipments from shipments with reduced emissions. The additional Insetting / fuel (HVO) service can be added to all shipments **of DSV FTL** and can be combined with all other available additional services of DSV. The basis is the emissions report for each customer in **myDSV**. The use of sustainable fuels (HVO, bio-LNG, low-emission electricity) and drive technologies (Battery Electric Vehicle BEV, H2) is guaranteed in the DSV network. The independently certified solution for the CO2e savings declaration can be purchased annually to

reduce your own CO₂e footprint. As a result, customers and their transports benefit from the CO₂e savings generated throughout the DSV network. The price per ton of CO₂e saved is independent of the package booked, the agreed duration and compliance with the guaranteed minimum purchase, but up to a maximum of the number of CO₂e shown in the Emission Report w-t-w for the customer's land freight in the previous year.

Annex 2 Product Combination Matrix

DIRECT LTL & FTL Service exclusions		Pre-notice pick-up - eMail (18)	Pre-notice Delivery - eMail (17)	Cargo insurance (04)	Dangerous goods (09)	Dangerous goods - limited quantity (08)	Fix day pick-up (36)	Fix day delivery (37)	Export customs clearance (07)	Import customs clearance (07)	Proof of Delivery (POD) (06)	AM pick-up (08-12) / PM pick-up (12-16) (20/21)	AM delivery (08-12) / PM delivery (12-16) (22/23)	Insetting / Fuel (HVO)
Mandatory Services	Pre-notice pick-up - eMail (18)		x	x	x	x	x	x	x	x	x	x	x	x
	Pre-notice Delivery - eMail (17)	x		x	x	x	x	x	x	x	x	x	x	x
	Cargo insurance (04)	x	x		x	x	x	x	x	x	x	x	x	x
	Dangerous goods (09)	x	x	x			x	x	x	x	x	x	x	x
	Dangerous goods - limited quantity (08)	x	x	x			x	x	x	x	x	x	x	x
	Fix day pick-up (36)	x	x	x	x	x		x	x	x	x	x	x	x
	Fix day delivery (37)	x	x	x	x	x	x		x	x	x	x	x	x
	Export customs clearance (07)	x	x	x	x	x	x	x		x	x	x	x	x
	Import customs clearance (07)	x	x	x	x	x	x	x	x		x	x	x	x
	Proof of Delivery (POD) (06)	x	x	x	x	x	x	x	x	x		x	x	x
Non Mandatory Services	AM pick-up (08-12) / PM pick-up (12-16) (20/21)	x	x	x	x	x	x	x	x	x	x		x	x
	AM delivery (08-12) / PM delivery (12-16) (22/23)	x	x	x	x	x	x	x	x	x	x	x		x
	Insetting / Fuel (HVO)	x	x	x	x	x	x	x	x	x	x	x	x	

Legend

x combination possible / Kombinierbar
 combination not possible / nicht kombinierbar