

Terms of use DSV System



DSV

Terms of use

DSV System

DSV System is a product offered by Schenker Deutschland AG in the field of groupage transport. The terms and conditions for land transport, the ADSp and, where these do not apply to logistics services, the Logistics Terms and Conditions (in their latest versions) shall apply. Furthermore, the following terms of use shall apply, which take precedence over the ADSp and the Logistics Terms and Conditions.

1. General scope of services/Scope of application

- Geographical scope (Europe)
- Door-to-door service (free ramp/provided on the property for acceptance)
- Provision of the transport service in DSV's own general cargo network (closed system)
- Depending on the distance and terminal contact, the standard delivery time for **DSV System** is 1-2 days in addition to the delivery time for **DSV System priority** (according to the DSV Scheduler available at <https://www.dsv.com/en/support/self-services>, the displayed delivery time in the DSV Scheduler is always the premium delivery time)

2. Additional services offered in combination with DSV System

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

- Fix day delivery,
- Fix day pre 10,
- Fix day pre 12
- Agreed delivery day via portal,
- Pre-notice delivery – email/Pre-notice delivery – SMS,
- Dangerous goods,
- Dangerous goods - limited quantity,
- Long goods - type 1,
- Long goods - type 2,
- Export customs clearance,
- Import customs clearance,
- Cargo insurance
- Insetting / fuel (HVO)

- Notification by driver – only domestic (only on request)

3. General requirements

To provide the services offered, the following general requirements must be met:

- Orderly traffic conditions
- Delivery times for islands, enclaves and shipments of customs goods must be agreed separately
- In the case of non-national public holidays, the public holiday regulations of the DSV locations involved in the transport will apply
- Transport-safe packaging ([LINK](#))
- Registration for pickup in the routing area of the responsible DSV office must take place on the day of pickup before 10:00 p.m. at DSV customer service
- For picking up outside the routing area of the responsible DSV office: Registration must take place no later than 10 a.m. on the pick-up day
- The pick-up times must be agreed with the responsible DSV office
- Clear identification must be provided of the desired additional services on the medium used for the transmission of the transport data (forwarding order, EDI, registration for collection, etc.)
- Delivery notes must be attached to the goods and are not transported separately
- Shipment must be marked with clear identification and labelling with a barcode label
- Deliveries and collections are made between 8 a.m. and 4 p.m. (Monday to Friday)
 - Standard delivery times: 8:00 a.m. – 1:00 p.m.
 - Standard pick-up times: 1:00 p.m. – 4:00 p.m.
- The transport of hazardous goods, with the exception of individual classes and UN numbers, must take place only after prior order review and approval by the DSV offices¹
- Waste transports are only possible after consultation, examination and approval by the responsible DSV office

4. Delivery Terms

Postages EXW, CPT, DAT (DDU and DDP) and DAP are permitted. The customer's notification that the order is to be executed in accordance with the Incoterms shall not affect the contractual relationship between the customer and Schenker Deutschland AG.

5. Weight and dimensions

Volume and minimum weights are agreed individually. Size and weight limits for general cargo shipments:

Maximum dimensions of a package:

- Longest side: 2.40 m, Second side: 1.80 m, Height: 2.20 m

- Maximum weight per item: 1,500 kg total weight

For transports that require a tail lift, the following deviating restrictions apply:

- Maximum weight per item: 1,000 kg total weight
- Longest side: 2.40 m, Second side: 1.20 m, Height: 2.20 m
- Countries France, Spain, Portugal, Poland, Italy: maximum weight per package: 800 kg total weight

The dimensions must include the respective loading equipment. There is generally a maximum weight limit of 2,500 kg of payable weight. Any additional dimensions and weights must be agreed separately.

Long goods as per the following dimensions can be booked additionally as mandatory service:

Long goods Type 1 – 2.4 m to 3m

- Maximum height: 2.20 m
- Maximum width: 1.20 m
- Longest side: > 2.40 & ≤ 3.00 m

Long goods Type 2 – 3 m to 6 m

- Maximum height: 0.40 m
- Maximum width: 0.40 m
- Longest side: > 3.00 m & ≤ 6.00 m
- Max. 10 items, max weight per item 30 kg and max weight per shipment 300 kg

6. Exclusions

- Exclusions according to ADSp and logistics terms and conditions
- Moving goods
- Temperature-controlled goods
- Live animals, unpackaged plants, perishable goods
- Objects, weapons and ammunition that are subject to the War Weapons Control Act
- Shipments that have to be unloaded from the side or with a crane
- Packages over 30 kg that cannot be driven under with floor conveyors
- Delivery time increases caused by circumstances that DSV could not prevent despite the greatest possible care
- Prohibited commodities comprise tobacco, precious metals, precious stones and jewelry, currency (bank notes or coins), and weapons or ammunition. For additional information, please reach out to the responsible DSV office.

7. Rates

The current price agreement with the responsible DSV office for **DSV System** will apply.

Please note that private customer deliveries or private customer collections (Return Service) must be booked as **DSV System home**.

Annex 1 Definitions of additional services

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

Fix day pre 10/12: The shipment is delivered before 10:00 a.m. / 12 p.m. on the selected fix day.

Agreed delivery day via phone: A delivery date is agreed with the recipient by telephone. For this purpose, the customer must provide the recipient's contact information (name and telephone number). The office contacts the recipient and arranges a delivery date within the following 2 days of contact.

Agreed delivery day via portal: A delivery date is agreed electronically with the recipient. For this purpose, the customer provides the contact information of the private recipient (name, e-mail address or telephone number). With a link that the recipient receives via his or her contact information, the recipient confirms a delivery date in a portal provided. If your recipient does not confirm a delivery date, the responsible DSV branch office will arrange the delivery date by telephone or e mail with your recipient.

Notification by driver: The driver will contact the recipient by phone at least one hour before delivery to agree on the location and exact delivery time.

Long goods - type 1: Shipments with extraordinary length type 1 = (>2,40m up to 3,00m) are handled and shipped with additional effort in the groupage network.

Long goods - type 2: Shipments with extraordinary length type 2 (>3,00m up to 6,00m) are handled and shipped with additional effort in the groupage network.

Pre-notice delivery – email/ Pre-notice delivery – SMS: On the day of delivery, the recipient receives information by e-mail or SMS about when the shipment will be delivered

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 DSV, 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, DSV will contact the customer as far as possible in order to coordinate the measures to be taken. However, DSV 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.

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.

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.

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 System** 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

DSV System Service exclusions	Pre-notice delivery - eMail - 16	Pre-notice delivery - SMS - 19	Cargo insurance - 04	Dangerous goods - 09	Dangerous goods - limited quantity - 08	Fix day delivery - 35	Fix day pre 10 - 57	Fix day pre 12 - 58	Agreed delivery day via phone - 39	Agreed delivery day via portal - 85	Export customs clearance -07	Import customs clearance -07	Long goods typ 1 - 02	Long goods typ 2 - 03	Insetting / fuel (HVO)	Notification by driver - 13 *)
Pre-notice delivery - eMail - 16			X	X	X	X	X	X	X	X	X	X	X	X	X	X
Pre-notice delivery - SMS - 19			X	X	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	X	X	X
Dangerous goods - 09	X	X	X								X	X	X	X	X	X
Dangerous goods - limited quantity - 08	X	X	X								X	X	X	X	X	X
Fix day delivery - 35	X	X	X								X	X	X	X	X	X
Fix day pre 10 - 57	X	X	X								X	X	X	X	X	X
Fix day pre 12 - 58	X	X	X								X	X	X	X	X	X
Agreed delivery day via phone - 39	X	X	X								X	X	X	X	X	X
Agreed delivery day via portal - 85	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	X	X	X
Import customs clearance -07	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X
Long goods typ 1 - 02	X	X	X	X	X	X	X	X	X	X	X	X			X	X
Long goods typ 2 - 03	X	X	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	X	X		X
Notification by driver - 13 *)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	

Legend

X combination possible / Kombinierbar
 combination not possible / nicht kombinierbar

*) only for national shipments / nur National