

Terms of use

DSV System home



DSV

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DSV system home refers to a product offered by Schenker Deutschland AG in the field of groupage transport for pick-up and delivery for their private customers. 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

- The geographical scope covers the sovereign territory of the Federal Republic of Germany.
- National door-to-door service (goods provided free-to-ramp/at curbside, ready for handover).
- Providing transport services within the DSV-owned general cargo network (closed system).
- For deliveries to your private customers: The delivery appointment is arranged electronically with the private recipient. For this purpose, the customer provides the recipient's contact details (name, email address or telephone number). Via a link sent to the recipient through these contact details, the recipient confirms a delivery appointment in an online portal. If the private recipient does not confirm an appointment, the responsible DSV branch will arrange the delivery date by phone or email directly with the recipient.
- The private recipient also receives an SMS or email notification indicating when the shipment will be delivered.
- For collections from your private customers (Return Service): The pickup appointment is arranged electronically with the private sender. For this purpose, the customer provides the sender's contact details (name, email address or telephone number). Via a link sent to the sender through these contact details, the sender can confirm a pickup appointment in an online portal. If the sender does not select an appointment, the pickup order is considered not completed.
- Transit time for **DSV system home** begins with collection from the sender and ends with delivery to the recipient. Transit times for **DSV system home** can be viewed in the DSV Scheduler at <https://www.dsv.com/de-de/hilfe/self-services>. Transit time calculations include weekends, public holidays, and planned seasonal restrictions, but exclude unplanned seasonal restrictions or other influences on the transport process, such as customs delays or severe traffic disruptions

2. Additional services offered in connection with the product by individual arrangement

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

- Dangerous goods domestic
- Insetting / fuel (HVO) (<https://www.dsv.com/de-de/unsere-loesungen/decarbonising-logistics>)

- Cargo insurance
- Fix day delivery
- Notification by driver national

3. General requirements

The following general requirements must be met in order to provide the services offered:

- A truck with a minimum capacity of 12 tons must have access to the loading/unloading area.
- The goods will be delivered by the driver to the curbside or collected from the curbside.
- Clear identification of the required additional services must be provided on the medium used for transmitting the transport data (shipping order, EDI, pickup notification, etc.).
- Delivery notes must be attached to the goods and will not be transported separately.
- Marking of the shipment for clear identification and labeling with a barcode label is required.
- The private customer does not have a company tax number.
- Orderly traffic conditions must be ensured.
- Use of non-exchangeable loading equipment is required.
- Transit times for islands and enclaves, as well as shipments requiring customs arrangements (e.g., shipments to ports), must be agreed separately.
- If public holidays differ between federal states, the holiday regulations of the DSV locations involved in the transport apply.
- Transport-secure packaging is required.  Packaging Guide
DSV
- Registration for pickup of a DSV system home shipment within the routing area of the responsible DSV location must be made by 10:00 a.m. on the pickup day via DSV Customer Service.
- For pickup of a DSV system home shipment outside the routing area of the responsible DSV location: registration must be made no later than 10:00 a.m. on the pickup day.
- Registration for pickup of a DSV system home return shipment for the following day can be made by your private customer in the web portal until 11:59 p.m.
- Deliveries and pickups take place between 8:00 a.m. and 4:00 p.m. (Mon–Fri).
- Standard delivery times: 08:00–12:00
- Standard pickup times: 12:00–16:00
- Pickups and deliveries outside the above working hours or in hard-to-access areas are only carried out by special arrangement and are subject to surcharges. Agreed transit times are not binding for pickups and/or deliveries outside regular working hours.

4. Delivery Terms

The permitted term of delivery is DAP. The customer's notification that the order is to be executed in accordance with the Incoterms does not affect the contractual relationship between the customer and DSV.

5. Measure and weight

- Volume and minimum weights are agreed individually.
- Dimensional and weight limits for general cargo shipments (where a tail lift is required):
 - Maximum dimensions per package: 2.40 m × 1.20 m × 2.20 m (L × W × H)
 - Maximum weight per package: 1,000 kg

The dimensions include the respective loading equipment. A general maximum limit of 2,500 kg chargeable weight applies. Any dimensions or weights exceeding these limits must be agreed separately.

6. Exclusions

- Exclusions according to ADSp and Logistics GTCs
- Household goods
- Dangerous goods (for international transport)
- Waste
- Temperature-controlled goods
- Live animals, unpackaged plants, easily perishable goods
- Items, weapons, and ammunition subject to the German War Weapons Control Act
- Shipments that must be unloaded from the side or by crane
- Packages over 30 kg that cannot be handled with industrial trucks (not pallet-jack accessible)
- Transit time extensions caused by circumstances that DSV could not prevent despite utmost care
- Shipments that must be delivered within a specific time window
- Pallet exchange is excluded
- Unpackaged or insufficiently packaged goods for transport
- Customs Clearance Goods

7. Prices

The current price agreement with the responsible DSV branch for **DSV System Home** applies.

Please note that deliveries to private customers and collections from private customers (Return Service) must be booked as **DSV System Home**.

Appendix 1 Definitions of the additional services

Agreed delivery day via portal: The shipment is delivered on the day that is booked via portal by the contact specified in the booking (included).

Pre-notice delivery – email: The contact person specified in the booking receives an email before the vehicle is out for delivery. Details about name and email address 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 (included).

Pre-notice delivery – SMS: The contact person specified in the booking receives an SMS before the vehicle is out for delivery. Details about name and SMS 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 (included).

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 home** 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.

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.

Appendix 2 Product Combination Matrix

DSV System home	Agreed delivery day via portal - 85	Agreed pick-up day via portal - 84	Agreed delivery day via phone - 39	Fix day delivery - 35	Fix day pre 10 - 57	Fix day pre 12 - 59	elektronisches Zustell-Avis - 14	Insetting / fuel (HVO)	Cargo insurance - 04	Return home - AK	Dangerous goods - 09	Dangerous goods - limited quantity - 08	Pre-notice delivery - eMail - 16	Pre-notice delivery - SMS - 19	Notification by driver - 13	Long goods - typ 1 - 02	Long goods - typ 2 - 03
Name of the products																	
DSV System home - 45	x ¹							x	x		x ³	x ³	x ¹		x ³		
DSV System home - 45	x ¹							x	x		x ³	x ³		x ¹	x ³		
DSV System home - 45 ²		x ¹						x	x	x ¹	x ³	x ³					

¹ The services is included in the product² Return Service bookable only for national shipments³ Bookable only for national shipments