

# Transport Terms and Conditions

DSV Road AB, Version 22 - 2020



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# Applicability and validity

**These terms and conditions is valid to 2020-12-31 with reservation for changes decided by authorities or equivalent. Changes in fees (new, extended or adjusted) are taken out in their entirety from the date the decision states that the fee should apply, even if adjustments in these terms and conditions has not been implemented.**

## 1. Applicability

### 1.1 Scope

Unless otherwise agreed in writing, these Transport Terms and Conditions are to govern all operations which are performed by DSV Road AB (in the Transport Conditions called DSV).

“Assignment” means all transport, storage and information services performed by DSV as well as other obligations and services described in NSAB 2015 § 3.

“Customer” means the party which has entered into agreement with DSV and/or the party succeeded the first mentioned party.

### 1.2 Applicable terms and conditions for assignments

All Assignments are to be carried out by DSV according to:

1. Terms and conditions agreed in writing for the specific assignment.
2. Terms and conditions for a transport service chosen by the Customer.
3. These Transport Terms and Conditions.
4. DSV Standard Terms & Conditions (DSV Group).
5. General conditions of the Nordic Association of Freight Forwarders NSAB (at present NSAB 2015).

## 2. GDPR/Data Privacy

DSV handles personal data in accordance with applicable legislation (GDPR). DSV is the data controller of personal data transferred from DSV's client and/or its customers. Therefore, there is no need to establish a separate Data Processing Agreement between DSV and the client, nor do DSV provide separate warranties and / or assurances regarding the processing of transferred personal data from the client or its customers to DSV. For more information about DSV Data Privacy Policy, see [www.dsv.com](http://www.dsv.com) (Data Privacy).

## 3. Validity of offer or agreement

Unless otherwise specified in the offer, an offer shall apply for a period of 30 days from the offer date specified by DSV.

The agreement ceases to apply if the Customer has not placed an order according to the agreement during a consecutive period of 6 months.

Limited Operations of a one-time nature and accepted by DSV, without fixed contract term or period of notice, applies until DSV has completed the Operation and the Customer has fulfilled its obligations for the Operation.

In addition, and unless otherwise agreed in writing, Assignment applies for an indefinite period subject to one (1) month's notice of termination by either party whereupon the Assignment is to terminate on the last weekday in the calendar month after the calendar month in which notice of termination has been given.

Notice of termination must be given in writing.

## 4. Liability

In connection with forwarding within Sweden, which is not part of a border crossing transport, DSV will be liable according to the provisions of NSAB 2015 and Lag om inrikes vägtransport.

Cross-border transports shall be governed by the provisions of the Convention on Contracts for the International Carriage of Goods of 19 May 1956 (CMR).

If the goods is loaded on a trailer or other cargo carrier but the transport is made by another mode of transport, for example a ferry or a train, the regulation for that mode of transport shall apply.

## 5. Disputes and Time-bar

Disputes in relation to offer, agreements or Assignments shall be resolved according to the rules of Stockholm Chamber of Commerce.

Legal proceedings against DSV shall be commenced within a period of one year as mentioned in NSAB 2015, otherwise the right of claim will be time-barred.

# General Terms and Conditions

## 1. General Terms and Conditions

### 1.1 Special conditions and restrictions for transport assignments

DSV undertakes transport assignments subject to limitations set forth under 1.1.1-1.1.2 below.

DSV reserves the right to specify special terms and conditions alternatively to refuse the transport assignment also for other types of goods not specified below.

#### 1.1.1 Special terms and conditions for certain goods

Below types of goods are only to be accepted following a written agreement. Terms and conditions and prices governing the performance of the Assignment shall be determined in connection with the agreements.

a) Domestic transports:

Goods exceeding the following measurements: height 2.5 meters, length 6.0 meters or width 2.4 meters (domestic transports).

Goods exceeding the following measurements: height 2.0 meters, length 6.0 meter or width 2.4 meters (international transports).

b) Goods, for which transport restrictions apply by law in Sweden or in either recipient country, country of dispatch or any transit country.

c) Dangerous goods or temperature sensitive goods, waste, dangerous waste, theft-prone goods such as tobacco, wines and spirits, computers, home electronics, brands and valuables such as art, antiques or jewellery, personal effects or removal goods, living plants, perishable goods.

d) Goods requiring special arrangements for loading, unloading or during transport (for example machinery).

e) Goods with insufficient packaging which consequently can cause damage on other goods and goods that cannot be loaded together with other goods.

f) Goods to and from Swedish locations not included in DSV's list of towns and cities.

g) Transports of foods apply to applicable Food Act and regulations.

#### 1.1.2 Goods not accepted for transport

Living animals (exception bumble bees after agreement), complete useful weapons, documents of value, disease-carrying substances and cash.

#### 1.1.3 Dangerous goods

DSV is entitled to destruct or destroy goods received, which are of dangerous nature, provided such action is justified in order to prevent danger.

If no immediate danger exists DSV shall if possible inform the Customer about measures that will be taken with the goods.

### 1.2 Booking of transport

Booking and/or instruction of transport and delivering of goods according to Transport Terms and Conditions applicable from time to time is a prerequisite for the assignment.

Booking and/or Transport instruction is primarily made via EDI, e-mail or fax secondly by telephone or separate agreement.

Obligatory information when booking:

- Consignor (name and address)
- Consignee (name and address) 1
- Collection address 2
- Delivery address 2
- Number of packages and type of goods
- Information about weight
- Information about volume
- Terms of delivery 3
- Specification of dangerous goods - see clause 3
- DSV Road AB customer number
- Consignment number approved by DSV

1 Phone number and booking of notification is required for home delivery to private address.

2 In case collection and delivery are not to take place at consignor of consignee.

3 For international transports terms of delivery according to Incoterms 2010/2020.

When myDSV is used delivery terms according to Incoterms 2010/2020 must be specified.

### 1.3 Transport documentation

To make it possible for DSV to perform the transport assignment and fulfil the agreement according to specified or agreed transport times the Customer is responsible for:

- The consignor issuing correctly completed transport documents approved by DSV
- Each package (loose colli or plastic wrapped pallet) in a consignment being supplied with a correctly completed package label approved by DSV (see [www.se.dsv.com](http://www.se.dsv.com))

For part loads and full loads, where the total number of packages exceeds 30 (plastic wrapped pallet = 1 package) it is sufficient that each pallet or corresponding group of packages is marked. In case the goods must be reloaded on a terminal, DSV's liability ceases to apply in the event of any loss, if all packages are not marked.

The Customer is responsible for costs due to wrongful or incomplete documentation. See General Price information, section 2.1-2.3.

If the Customer uses a label that is not a standard transport label of any of DSV approved TA providers, it must be validated by an external part. DSV is not liable for costs incurred as a result of customer unique label.

#### 1.4 Transfer of information

All information about the transport assignment is to be transferred to DSV by EDI. The format for EDI communication must be in accordance with DSV's specifications as applicable from time to time.

All exchange of information via EDI is according to NEA's (NEA = Network for Electronic Commerce) General Terms and Conditions applicable from time to time.

Information to DSV about the assignment may also be transferred in writing in another agreed manner. For more information see [www.se.dsv.com](http://www.se.dsv.com)

#### 1.5 Change and cancellation of assignment

If nothing else is agreed assignment may be cancelled or changed by the Customer at no additional expense up to 24 hours prior to agreed collection time for the goods.

Cancelling of assignment less than 24 hours prior to agreed collection time for the goods is to be considered as a "missed transport" entitling DSV to charge 80% of the agreed freight for the transport.

#### 1.6 Order of priority in the absence of transport information

In case EDI or other transfer of information do not take place, DSV shall fulfil the transport Assignment to the best ability, however agreements on time guarantees, such as repayment pursuant to Guarantee F10 and F12 cease to apply.

In the event of priority situations DSV is entitled to give priority to goods with time obligations i.e. goods where DSV has received transport information per transport document, EDI or PDF417-code.

## 2. Scope of transport assignment

### 2.1 Main types of transport assignment

DSV's transport system includes five main types of transport assignments.

#### a) Groupage

Domestic:

maximum weight 1,560 kilos or maximum volume of 5.6 cubic metres or maximum height of 2.2 metres.

International:

maximum weight of 2,500 kilos or maximum volume of 7.5 cubic metres.

Assignments of so called small goods or exception wise small packages is performed as groupage.

#### b) Part load

Domestic:

Consignments with a weight exceeding 1,560 kilos or a volume exceeding 5.6 cubic metres.

International:

Consignments with a weight exceeding 2,500 kilos or a volume exceeding 7.5 cubic metres.

#### c) Full load

A consignment making use of the entire capacity of the vehicle or in cases where there are requirements that no other goods shall or may be loaded with the consignment.

#### d) DSV e-parcel and DSV e-pallet

See Terms and Conditions for DSV e-parcel and DSV e-pallet.

#### e) Special Transport

See Terms and Conditions for Special Transport.

### 2.2 Fulfilment of the assignment

DSV's transport obligations include transport with collection and delivery between 08.00 and 16.00.

DSV is entitled to make decisions on mode of transport, type of vehicle and transportation route and to ship the goods in direct traffic or with reloading.

The fulfilment of the transport Assignment presumes free and unhindered traffic and that the entire transport route consists of road and ferry routed with required bearing capacity and a minimum free height of 4.5 metres.

A separate fee shall be charged in the event that local regulations at the place of collection or place of destination do not allow transport vehicles on affected roads or where collection or delivery cannot take place without extra measures or costs for DSV.

See General Price information, section 1.17, Other services.

### 2.3 Transport subject to time guarantee

2.3.1 Transport subject to time guarantee according to NSAB 2015 shall only apply if DSV in writing in an agreement or in an offer to the Customer has undertaken to perform the transport subject to time guarantee.

Any wishes or terms specified by the Customer for example in transport documents regarding time of delivery shall not be binding upon DSV unless this has been confirmed in writing by DSV.

Actual costs due to delayed collection or delivery must be proved by the Customer.

2.3.2 During Easter and Christmas holidays and other public holidays as well as during June–August DSV shall be entitled to a longer transport time compared to normal transport times and any agreed transport time.

A transportation surcharge may need to be charged in those cases where the customer demands for normal transport times also during Easter and Christmas holidays and other public holidays as well as during June–August. See General Price information, section 1.4, loading/unloading holidays.

## 2.4 Customer's responsibility

### a) Packaging

(i) The Customer shall ensure that the goods supplied are packed or constructed in such a manner that it can withstand normal transport handling and do not damage other goods. It is also the Customer's responsibility that the packaging complies with all requirements according to national rules and regulations. DSV shall not be liable for damage to goods due to absence or deficiency of wrapping or other packaging. In case the packaging is of display nature, the wrapping is part of the goods' value and shall be protected by the Customer through the use of outer wrapping of the same extension as the goods.

(ii) All wooden packaging for export to countries that require approved labelling, shall be approved and marked according to the standard ISPM 15. For Swedish wooden packing applies that it must be approved by Jordbruksverket (the Board of Agriculture). If approved marking is missing the Customer will be charged additional fees.

### b) Securing of cargo

(i) The Customer shall ensure that the consignor, in case the consignor takes care of the loading, secures the load according to regulations issued by the Swedish National Road Administration or equivalent public authority abroad. In this case the consignor is responsible for damage on the goods and the driver for third party injuries/damages on the roads.

(ii) Dangerous goods shall be secured according to applicable transport regulations (ADR, RID, IMDG etc.).

(iii) The Customer shall ensure that the consignor is providing with all extra securing equipment in addition to spansets provided by DSV, which is equal to one spanset per metre.

(iv) Goods that require special or deviant securing will be done by the consignor or according to his instructions. The consignor is in these cases liable for possible damages to goods and/or property.

(v) In addition, the Customer shall ensure that the consignor, where necessary, issues a cargo-loading-certificate for seafreight, for example Container Packing Certificate (CPC).

### c) Frost sensitive goods

Booking of frost sensitive goods must be accepted by DSV before transport otherwise DSV will not be liable for frost damages. Even if accepted is DSV not liable for frost damages if the temperature is under minus 15 degrees at any time during the transport.

Goods booked as frostfree are only provided with thermo hoods.

It is the Customers responsibility that the goods are marked with "Frostfree".

See also General Terms and Conditions, section 9.3, 9.7 and General Price information, section 1.12, Frostfree transport, heated or refrigerated transport.

## 2.5 Delivery of goods to companies

The goods shall be delivered to the consignee or another adult person who accepts the consignment on behalf of the consignee at the delivery address. If there are no reasonable grounds to assume the contrary, DSV shall not be obliged to investigate whether the person in question is entitled to accept the goods on behalf of the consignee. The Customer shall ensure that correct adult person sign for the goods during delivery.

## 2.6 Delivery of goods to private person or representative

Disbursement will be made to a notified recipient or to a representative with a valid identification. When handing out to a representative, that person must show recipient's and own identification. If the recipient is a company, the representative shall in addition show a power of attorney signed by authorized person entitled to represent the company.

The above applies regardless of whether delivery takes place to the specified address or collection at a terminal.

If the consignee or a representative cannot show a valid identification DSV has the right to return the goods to the terminal at the Customer's expense.

Approved identifications: driving license, ID card from the Tax Agency or passport.

DSV handles personal data according to applicable law and does not preserve these for a longer period of time than is necessary in view of the purpose of the treatment.

**2.7 Delivery of goods against power of attorney**

When unloading of goods, without the consignee being in place, a form "letter of appointment for the delivery of goods" must be filled in by the consignor/owner of the goods. The goods must be labelled with "delivery without receipt" either on a separate label or on the DSV label. Information should also be clear on the freight document.

When unloading goods to a private person, without the person being in place, a form "letter of appointment for the delivery of goods to private person" must be filled in by the consignor/owner of the goods. The goods will be delivered even though if no one is at home and can sign for the delivery. Since the consignee chose this alternative DSV is entitled to deliver the goods at the border of the site. The delivery alternative (delivery without receipt" can only be made to a villa, terraced house or ground floor apartment, where the road is suitable and admits for a truck to drive.

Compensation for any deviation to the goods after delivery, such as loss, damage or similar is hereby lost in both cases.

Dangerous goods are not allowed to be delivered under power of attorney.

**2.8 Consignee's responsibility when carrying in goods**

If carrying in is booked, the consignee must ensure that there is free access, remove delicate interior details and cover floors. DSV is relieved of any property damage if the consignee has not complied with these requirements. The driver must, in accordance with regulations of the Work Environment Authority, wear protective shoes indoors.

See also General Price information, section 1.6, In/up carrying inside door.





### 3. Dangerous goods

#### 3.1 Rules and regulations

The rules and Regulations for dangerous goods are ADR/ADR-S, RID/RID-S and IMDG-code where -S stands for Sweden, where specific additions and exceptions apply for domestic transports

- ADR/ADR-S – Regulations for transports of dangerous goods on road issued by Swedish Contingencies Agency
- RID/RID-S – Regulations for transports of dangerous goods on railway issued by Swedish Contingencies Agency
- IMDG-code – Regulations for transport of dangerous goods by sea issued by IMO (International Maritime Organization). The IMDG-code are incorporated in Swedish legislation by the rules TSFS2015:66, issued by Swedish Transport Agency.

Abbreviations and terms used above are defined in the relevant regulation.

#### 3.2 Customers responsibility

When it comes to transport of dangerous goods, the Customer is responsible for informing DSV whether the goods completely or partly are affected by the rules and regulations for dangerous goods on road (ADR), railway (RID) or sea (IMDG-code). The customer shall also provide all information stipulated in goods declaration applicable at the time of booking.

The Customer is responsible for issuing transport documentation. For dangerous goods on road in domestic traffic, this means that a document with dangerous goods declaration must be issued.

International road transports require the same documentation with an additional dangerous goods declaration in English, German or French. An alternative is to refer to the Dangerous Goods Declaration (DGD) or Multimodal Dangerous Goods Form (MDGF) in case such a document is issued.

For transports to Gotland the declaration shall be issued in accordance with the "Memorandum of Understanding for the Transport of Packaged Dangerous Goods in the Baltic Sea".

In conjunction with transport by sea as well as transport by road combined with transport by sea, all documents such as DGD/MDGF and where applicable CPC (Container Packing Certificate), shall be issued in accordance with IMDG-code.

Furthermore, the Customer shall ensure that the consignor classifies packages, marks and labels the dangerous goods pursuant to applicable regulations in ADR/RID/IMDG-code. Each package shall be supplied with prescribed marking and labelling.

Separate documentation shall be issued by the Customer in respect of dangerous goods of various types, which may not be loaded together with other goods in the vehicle.

If dangerous goods are transported by road as limited quantities, the Customer must provide information regarding the total amount of such cargo at the time of booking.

If dangerous goods in limited quantities are transported at the Baltic Sea, the Customer must issue transport documentation in accordance with IMDG-code.

#### 3.3 Restrictions

Substances/objects according to 1.10.3 in ADR (Regulations for High Consequence Dangerous Goods) shall not be accepted for transport other than with a special agreement. These restrictions apply on substances and objects listed in table 1.10.3.1.2 in ADR.

Below listed substances and objects have restrictions and cannot be transported other than after special agreement:

- Class 1 – Explosives (Substances with classification 1.4S are not comprised by these restrictions with exemption of UN0366, 0441, 0455, 0456, 0500)
- Class 2 – Toxic gases classified 2.3
- Class 3 – Liquid desensitized explosives\*
- Class 4.1 – Solid desensitized explosives\*
- Class 6.1 – Toxic substances in packaging group I
- Class 6.2 – Infectious substances
- Class 7 – Radioactive substances

\*Table with UN-number comprised according to above:

##### Class 3 Liquid desensitized explosives

UN1204, UN1204, UN2059, UN3064, UN3343, UN3357, UN3379, UN2059, UN3064, UN3343, UN3357, UN3379

##### Class 4.1 Solid desensitized explosives

UN1310, UN1320, UN1321, UN1322, UN1336, UN7, UN1344, UN1347, UN1348, UN1349, UN1354, UN1355, UN1356, UN1357, UN1517, UN1571, UN2555, UN2556, UN2557, UN2852, UN2907, UN3317, UN3319, UN3344, UN3364, UN3365, UN3366, UN3367, UN3368, UN3369, UN3370, UN3376, UN3380, UN3474

For transports related to dangerous goods the Customer shall be charged a separate fee in accordance with the price terms and conditions applicable from time to time.

## 4. Impediments to delivery of goods

In the event of the delivery of the goods being impeded and the Customer has not provided the necessary instructions as to the manner in which the goods is to be dealt with, DSV is entitled to sell the goods.

- a) Immediately, as regards goods which are liable to deterioration or impending destruction or which require inordinate expense in respect of storage.
- b) As regards other goods, following a period of 60 days from the receipt of the goods for forwarding.

If possible DSV shall in advance give the Customer notice of the sale of the goods.

Following deduction, in respect of DSV's claims based on the transport Engagement or other claims attributable to the goods such as costs for storage of the goods and the sale thereof, the proceeds of sale shall be placed at the Customer's disposal without delay.

## 5. Transports to islands with no ferry connection

In case the Customer forwards goods to islands with no truck ferry connection, DSV's responsibility ceases to apply as soon as the goods is handed over at the first ferry terminal. The goods can be handed over without receipt, except to ferry lines with goods receptions.

## 6. Storage

Regulations concerning storage in NSAB 2015 § 25 is not valid for storage as part of a transport, but only when a separate agreement for storage is made.

DSV excludes the insurance responsibility in § 25 A 2nd section, but the remaining text is valid. DSV is only obliged to make inventory checks and provide insurance coverage on behalf of the Customer when a special agreement is made about this.

DSV shall be liable according to the above if the transport is considered finished and the goods still is in the terminal.

## 7. Cargo Insurance

DSV's liability for goods is limited pursuant to NSAB 2015 and applicable laws and regulations. In order to protect the Customer's financial interests, DSV recommends that separate goods insurance is taken out. See [www.se.dsv.com](http://www.se.dsv.com) for information about goods insurance via DSV.

## 8. Claims

When a deviation in the transport occurs such as damaged or lost goods, a claim must be made, as soon as possible, via DSV's customer service portal, myDSV. It clearly appears which type of information that shall be filled in and which documents that must be uploaded. All communication in the matter, after registration, must be via [claims.cherwell@dsv.com](mailto:claims.cherwell@dsv.com). Claims reference, given after registration, must always be noted in the subject line in the e-mail.

In the event of missing goods, DSV's customer service must be contacted to search for the goods, before a claim is made via myDSV.

Damaged goods including the packaging must be saved and photos must be taken.

### 8.1 Damaged/missing goods noted upon delivery

The Customer shall ensure that the consignor upon delivery of the goods makes a check on the goods. If the goods is impaired by damage or depreciation this must be noted on the transport documentation or scanned by the driver upon delivery of the goods.

The complaint shall be verified by driver / DSV's representative. Notes on receipt list (klft) do not need to be verified by driver. Visible damage not noted upon delivery can be rejected as a claim.

### 8.2 Damaged/missing goods not visible upon delivery

Damage or depreciation not visible (hidden damage) upon delivery must be notified to DSV as soon as possible, however not later than 7 calendar days following the receipt of the goods.

If notice of claim is given later than within 7 days from the day the goods were received, it is up to the party who gave notice of claim against DSV to prove that the damage or diminution of the goods had occurred before the goods were received. If the claimant fails to prove this, the goods will be considered to have been delivered in perfect condition.

### 8.3 Weight-limitation of compensation for damage/loss

DSV's liability for loss, depreciation or damage to the goods shall be limited to SEK 150 or 8,33 SDR per kilo gross weight of part of goods which is lost or damaged.

### 8.4 Liability for temperature controlled goods

Where an agreement exists regarding a temperature regulated transport, DSV shall be liable for damage on goods as a direct consequence of the temperature in the cargo space not remaining within the agreed range. For frost free transports DSV is liable for damage caused by temperature down to minus 15 degrees centigrade. See General Conditions, section 2.4 c, Frost sensitive goods and General Price information, section 1.2, Transport subject to heat or cold.

Claims concerning damage to goods arisen as a result of the temperature in the cargo space not being within the agreed range must be made not later than upon delivery of the goods.

DSV shall be released from liability if, upon delivery to DSV, the goods are in such a condition – ripeness, age or temperature – that the goods are unlikely to withstand a transport of the type in question.

### 8.5 Goods insured in another company

In the event the Customer has purchased separate goods insurance, which covers damage or missing goods, DSV shall be liable towards the insurance company in accordance with the general conditions of NSAB 2015.

### 8.6 Delay converting to loss

The Customer shall be entitled to compensation as though the goods had been lost where delivery has not been made within 60 days from the date the goods were received for transport.

### 8.7 No liability

If the driver is not present when goods are loaded, DSV is not responsible for damage or missing goods as a consequence of handling or stowing.

For transports of goods with specified temperature DSV is not responsible for damage caused by wrong temperature, if the driver has not been given possibility to check the temperature of the goods before and during loading.

In conjunction with successive transports in which parties other than DSV have handled the goods, DSV shall not be liable for damage, if the damage did not occur whilst DSV or any party for which DSV is liable, was responsible for the goods.

## 9. Sub-carrier's liability

In the event that transport liability rests on DSV, the Customer shall direct any claim for compensation due to damage, diminution, loss or delay to DSV or the partner/representative of DSV, and not to any sub-carrier engaged by DSV.

## 10. Force Majeure

DSV shall be released from liability to perform assignments where DSV is prevented by circumstances beyond DSV's control and which DSV could not reasonably have foreseen. This includes IT-breakdown and power failure. DSV shall inform the Customer when such circumstances occur and cease to apply. A party shall be entitled to cancel an agreement or break an assignment with immediate effect where a force majeure event has continued for more than one month or, where a specific period of notice of termination has been agreed, after a period corresponding to such period of notice.

## 11. Terms of payment

### 11.1 Generally

Payment must be received by DSV not later than 10 days after invoice date. In the event of late payment DSV shall be entitled to interest on overdue in accordance with the interest rate applied by DSV from time to time (at present 2.0 % per month) and other fees and compensation to which DSV is entitled by law.

In the event DSV, according to instructions from the Customer, invoices a party other than the Customer, and payment is not made in due time, the Customer shall be obliged, immediately upon receipt of an invoice to make payment to DSV of invoice amount as well as penalty interest and reminder fees.

Upon request by DSV, the Customer shall be obliged to pay in advance freight and other charges relating to Assignment relating to rapidly perishable goods or goods which value do not with certainty cover freight and such other costs.

The Customer shall at all times be liable for payment of all costs relating to the consignment and outlays if the goods are not redeemed by the consignee or if such party is not creditworthy or fails to pay.

### 11.2 To claim an invoice

In conjunction with complaints concerning part of an invoiced amount, the part of the amount not subject to complaint shall be paid pursuant to the aforesaid.

In the event of unjustified complaints, the Customer shall pay penalty interest, fees and compensation for DSV's other costs.

Complaint according to General Conditions section 7 does not mean that invoiced amount can be withheld. Invoice shall be settled and claim related to the goods shall be handled separately. DSV has the right to immediate termination if the Customer fails to pay the invoice within 30 days after the due date. No compensation will be paid due to the termination.

### 11.3 Lien

In respect of non-payment of due claims DSV is entitled to sell as much of the goods as to cover DSV's total claims against the Customer. DSV shall, if possible, in good time inform the Customer about what measures DSV intends to take in respect of sale of the goods.

DSV's lien on goods referred to shall also apply to the benefit of every other company belonging to the same group of companies from time to time and shall apply to all accounts receivable for the Customer in respect of this other group company. This lien benefiting other group companies shall apply irrespective of whether DSV is a party to the contract from which the claim arises or not.

## 12. Changes in prices and conditions

Unless otherwise specified, the agreed price is based on conditions stated in writing for the assignment.

In the event of change in, or the non-fulfilment of such conditions during an ongoing assignment, DSV shall be entitled to adjust prices and other terms and conditions for the Assignment or, alternatively, to cancel the Assignment.

In the event of an increase in DSV's costs for an Assignment or part thereof due to exchange rate changed, increased fuel prices including underlying factors, or due to circumstances beyond DSV's control or which it reasonably could not have foreseen, for example, new or amended governmental duties, known but not avoidable cost increases such as road and ferry freights.

Additional taxes and duties imposed by the authorities will be charged for entirely as from the day such change is effective and this applies to all Assignments.

Corrections due to currency, fuel changes and Marpol are made monthly in accordance with DSV's key for "Currency and fuel adjustment" which appears on [www.se.dsv.com](http://www.se.dsv.com). DSV has the right, at any time, to change the index and decide on the level and duration of withdrawal of fuel surcharges. Base month for currency and fuel adjustment is December. As reading month applies the 5th until the 4th of the following month. The latest base month for domestic and international is December 2015.



# Domestic Terms and Conditions

## 1. Transport documentation and labelling

### 1.1 Groupage

#### 1.1.1 Delivery information

Obligatory information in transport documentation and/or transport instructions:

- Consignor's full name, collection address and telephone number
- Package number and postal code in clear text and consignment number approved by DSV in clear text and bar code
- Customer number
- Consignee's name, delivery address and telephone number
- Consignee's postal address, if other than delivery address
- The consignment's total number of packages, weight and volume
- Number of approved EUR-pallets to Customer in the event of pallet exchange
- Freightpayer
- Common description of type of goods and method of packaging and, in relation to dangerous goods, the generally accepted description thereof
- Additional services such as notification, carrying in etc in clear text

#### 1.1.2 Package labelling

Obligatory information on package label:

- Consignor's name and collection address
- Consignment number approved by DSV
- Package number and postal codes in clear text and barcode
- Additional services such as F10, notification etc in clear text
- Consignee's name, delivery address and telephone number
- Delivery address must be mentioned if other than the address of the consignee
- The consignment's total number of packages, weight and volume
- Weight symbol according to recommendations issued by the Swedish Work Environment Authority
- Routing information. For detailed information see [www.se.dsv.com](http://www.se.dsv.com).

### 1.2 Part loads and full loads

For each consignment the Customer shall ensure that the consignor issues a correctly and fully completed standard consignment note containing consignment note number or consignment number in clear text and bar code or other transport documentation instructed or approved by DSV.

In addition each package must be supplied with a correct and clearly completed address or package label.

## 2. Transport times

### 2.1 Groupage

The transport time for groupage is based upon fixed departure and arrival days as set forth in DSV's Transport Schedule as applicable from time to time.

Transports according to Transport Schedule shall not be considered as transport subject to time guarantee in accordance with NSAB 2015.

The Transport schedule is to be found on [www.se.dsv.com](http://www.se.dsv.com).

### 2.2 Part loads and full loads

The transport time for part loads and full loads is decided from case to case and is not stipulated in any general Transport Schedule. Transport times specified by DSV upon request are to be regarded as normally expected transport times and are not to be considered as a time guarantee. See General Conditions, clause 2.2, Transport subject to time guarantee.

## 3. Loading and unloading

### 3.1 Liability during loading and unloading

The Customer shall ensure that consignor or consignee provides necessary assistance at designated loading and unloading locations. Packages of such weight (max and size as to require use of technical appliances) shall be loaded or unloaded by consignor or consignee with the assistance of the crew of the vehicle (normally one person).

Loading and unloading must be able to take place from the back or the side of the vehicle from or to a quay or ground level onto an area, which is sheltered from the elements.

### 3.2 Other terms

As regards supplementary services, extra fees shall be payable as determined in agreements from case to case. Such fees may be payment to DSV for:

- Special appliances (e.g. fork lift and crane lorry) for loading or unloading
- Special securing facilities
- Special equipment on vehicles
- Obtaining authorization and special measures taken in conjunction with transports requiring exemption from existing traffic regulations
- Special measures in conjunction with transports of objects with a height more than 2.5 metres and a length more than 6 metres
- Cleaning of vehicles
- Measures due to demands that the transport is carried out without reloading or by using certain modes of transport
- Reloading as a result of local traffic regulations or limited accessibility.

## 4. Exchange of EUR-pallets

Exchange of EUR-pallets is only accepted on domestic transports and after establishing special routines. DSV's aim is always to make an even exchange. Exchange of pallets must always be stated at the time of booking and the appropriate field "Antal godkända EUR-pall" on waybill or corresponding document must be filled in. Pallets firmly attached to the cargo (for example bolted) will not be exchanged. EUR-pallet must be approved according to SIS-standards. See Price Information domestic, section 3.1, Pallet fees.

## 5. Price and freight calculation rules

### 5.1 Generally

Unless otherwise agreed in writing, DSV's pricelist as applicable from time to time shall apply.

The price covers the Assignment as specified in offer or agreement. All prices are exclusive of VAT and any other charges. The freight is calculated per consignment on the basis of the effective weight of the goods and the freight calculation distance pursuant to the principles set forth below.

### 5.2 Breakpoint calculation

A so called breakpoint calculation applies, meaning that where the freight price is lower due to the fact that the goods are taxed according to a weight which is greater than the actual weight and the consignment is thereby placed into a higher weight class, the freight price shall be calculated in accordance with the lowest weight in the higher weight class pursuant to the applicable terms and conditions therefore. Breakpoint calculation shall not apply between different types of tariffs and goods. Examples of types of goods: groupage and part loads.

### 5.3 Freight calculations rules

#### 5.3.1 Effective weight

Effective weight is equal to the goods' actual weight including packaging and loading accessories or the freight weight of the goods calculated in accordance with the principles set forth below, whichever is the highest.

If the transport document/waybill is missing or if the information of weight/volume is incorrect, DSV reserve the right to weigh and measure for control purposes. This takes place on approved/controlled weigh and measure stations. The new weight/volume information is added to the transport document/waybill to calculate the freight.

#### a) Cubic metre calculation

If the actual weight of the goods is less than 250 kilos per cubic metre, the goods shall be calculated to have a freight weight of 280 kilos per cubic metre. The goods must be able to stow and handle.

#### b) Pallet spaces

Groupage, which are handled on a standardised EUR-pallet with the external dimension of 120 \* 80 cm, and which are fastened, wrapped in plastic, strapped or not otherwise capable of being sorted or stowed, shall be calculated to have a freight weight of 780 kilos, (1 pallet space).

For individual pallets with a height below 130 cm and not being stackable a freight weight of 400 kilos is calculated. Single halfpallet is calculated as 200 kilos.

For individual pallets with a height below 130 cm, and by the consignee stated as stackable, the freight weight is calculated according to section 5.3.1 a. (=cubic metre calculation).

#### c) Stackable pallet

In order for a pallet to be considered stackable, the top must be level and it must be possible to place a pallet weighing maximum 400 kilos on the top of the pallet.

#### d) Load metre calculation

Packages with a length of 6 metres and more are calculated to load metre as follows:

- 0-60 cm width  
metre of length x 0,6/2,5 m
- 61-80 cm width  
metre of length x 0,8/2,5 m
- 81-120 cm width  
metre of length x 1,2/2,5 m
- 121-160 cm width  
metre of length x 1,6/2,5 m
- exceeding 161 cm width  
metre of length x 2,4/2,5 m

Example: 6 metres long, 90 cm wide =  $6 \times (1,2/2,5) = 3$  loading metres

The dimensions are rounded up to one decimal place.

#### e) Goods difficult to stow/handle

In respect of goods which are difficult to stow due to the nature of the goods or the type of packaging, and which hinder normal co-loading with other cargo or a maximum usage of the loading space, the freight weight shall be calculated as 1,950 kilos per loading metre taken up by the cargo.

Packages with a weight exceeding 35 kilos and a length exceeding 120 cm or with a width exceeding 80 cm are considered difficult to stow (=loading metres calculation).

If a consignment includes one single package with a real weight exceeding 35 kilos and a length from 240 cm to 599 cm or a height exceeding 220 cm it is considered to have a freight weight of minimum 1,561 kilos, notwithstanding the fact that the actual weight for the total consignment is below 1,561 kilos.

1 loading metre = (the good's length in metre \* the good's width in metre)/2.5 metres, if the space between the side wall of the carrier and the goods after loading is exceeding 80 cm. Otherwise the loading metre dimension is the same as the good's longest dimension in relation to the length of loading space.

Freight pursuant to the respective weight classes in the freight rate shall be calculated in accordance with effective weight as mentioned above.

**5.3.2 Freight calculation distance**

Freight calculation distance is calculated as the distance between the collection and delivery locations as specified in the Swedish National Road Administration's Distance Table, taking into account the weight and height restrictions on the routes in question.

**6. Possibilities to combine products and services**

Possible combinations	Notification	Pre-advice	Carrying indoors	DSV e-pallet, e-parcel	Guarantee F10 / F12	Consignee freight	Dangerous goods	Frost sensitive goods	Temperated transport	DSV ECO	Pallet exchange	Time specified loading	Time specified unloading	Groupage	Partload	Cargo Insurance
Notification	✓	✓	✓		✓	✓			✓	✓	✓		✓	✓	✓	✓
Pre-advice	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Carrying indoors	✓	✓		✓			✓	✓			✓	✓	✓	✓	✓	✓
DSV e-pallet, e-parcel	✓	✓	✓		✓	*								✓		✓
Guarantee F10 / F12		✓	✓							✓			✓			✓
Consignee freight	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dangerous goods	✓	✓	*		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Frost sensitive goods		✓	✓		✓	✓				✓	✓	✓	✓	✓	✓	✓
Temperated transport		✓	✓		✓	✓				✓	✓	✓			✓	✓
DSV ECO	✓	✓			✓	✓					✓					✓
Pallet exchange	✓	✓	✓		✓	✓	✓	✓	✓			✓	✓	✓	✓	✓
Time specified loading	✓	✓	✓		✓	✓	✓	✓		✓			✓			✓
Time specified unloading		✓	✓		✓	✓	✓	✓		✓	✓					✓
Groupage	✓	✓	✓	✓	✓	✓	✓			✓						✓
Partload	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓				✓
Cargo Insurance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

\* Exceptions, so called Limited amount

# Guarantee F10 & Guarantee F12

## Terms and Conditions

### 1. Guarantee F10 & Guarantee F12

Guarantee F10/F12 means transport of groupage performed within a transport time specified in advance by DSV between locations in Sweden.

Guarantee F10/F12 is booked electronically or by telephone or mail to relevant office. If it is an approved F10/F12-place the freight documents are to be sent by fax or e-mail. Label and freight documents are to be marked with F10/F12.

#### 1.1 Guaranteed delivery before 10 AM/12 AM

Guarantee F10/F12 means that DSV guarantees that goods, which have been collected at the consignor prior to the determined collection time for the address in question, shall be delivered or placed at the disposal of the consignee prior to 10.00 am respectively 12.00 am on the day specified in the applicable timetable.

#### 1.2 Holidays and summertime

DSV shall be entitled to extend the transport time during the Easter and Christmas holidays as well as during other public holidays and between June and August. A transportation surcharge may need to be charged in those cases where the Customer wishes to maintain normal transport times. See General Price information, section 1.4, Loading unloading holidays.

#### 1.3 Excepted types of goods/transport

Guarantee F10/F12 shall not cover transports subject to exceptional provisions, transports of goods customs dutiable, temperature regulated transports, transport of dangerous goods, unit loads (whole containers or wagons), special transports, return of empty packages, transports of goods which shall be collected by the consignee, transports to companies without a known address or to private persons.

Guarantee F10/F12 cannot be combined with products/services according to Domestic Conditions clause 11.

Guarantee F10/F12 is not applicable on transports of goods with a weight exceeding 1,560 kilos or with a length, height or width exceeding two metres.

Guarantee F10/F12 shall not apply to Customers with exceeded limit of credit with DSV.

#### 1.4 Payment obligations

As regards Guarantee F10/F12, the Customer shall be obliged to pay DSV the price supplement resulting from Guarantee F10/F12. See Price Information domestic, section 2.2, Guarantee F10/F12.

#### 1.5 Compensation for delay

In the event of delayed Guarantee F10/F12 customers shall be entitled to demand compensation in an amount up to the freight paid by the Customer including surcharge for Guarantee F10/F12.

No further compensation shall be paid due to delay.

#### 1.6 Exceptions

The Customer is however not entitled to compensation in the event of delay caused by Customer's fault or negligence, errors in transport documents, marking of goods, addressing or in the event of force majeure.

#### 1.7 Complaints on delayed Guarantee F10/F12

Complaints against delayed Guarantee F10/F12 deliveries must be submitted in writing together with a copy of transport instructions for the transport, not later than 7 days following the receipt of the goods. These documents are supporting documentation for the handling of the complaint.

In the event of non-compliance with the aforesaid, the right to complain and to demand compensation shall be forfeited.





# DSV e-parcel and DSV e-pallet Terms and Conditions

## 1. Terms and conditions for the assignment

Assignments performed within the scope of the DSV e-parcel and DSV e-pallet service shall be governed by these terms and conditions in addition to other DSV Terms and Conditions, where applicable.

## 2. Definitions of goods

### 2.1 DSV e-parcel (conditions)

In order to be covered by the terms and conditions for e-parcel service, goods delivered for transport must have the following size, weight and other characteristics:

- The weight per consignment must not exceed 100 kilos
- The weight of each package must not exceed 35 kilos
- The length of each package must not exceed 1 metre
- The volume per consignment must not exceed 0.35 cubic metres (volume = length x width x height)
- Minimum width: 15 cm
- Minimum length: 24 cm
- Minimum thickness: 3 cm
- Maximum number of packages per consignment: 5

### 2.2 DSV e-pallet (conditions)

In order to be covered by the terms and conditions for the DSV e-pallet service, goods delivered to transport must have the following size, weight and other characteristics:

Maximum dimensions per full-pallet and per half-pallet

	Full-pallet	Half-pallet
• Height:	220 cm	150 cm
• Length:	120 cm	60 cm
• Width:	80 cm	80 cm

Maximum 2 eur-pallets (1,560 Kgs) or 2 half-pallets (800 Kgs) per shipment, consignee and day is included in the assignment.

Pallet or pallets above this will be debited according to groupage cost.

Maximum weight per full-pallet 1,000 kilos and for half-pallet 400 kilos. Eur-pallet and half-pallets cannot be combined in the same shipment.

### 2.3 Limitation

DSV e-parcel and DSV e-pallet can be combined with some of the products/services according to Domestic conditions, clause 6.

## 3. Customer's responsibility

### 3.1 Labelling and consignment number

The Customer shall ensure that each individual package is provided with a correctly completed packaging label approved by DSV, see Domestic Terms and Conditions section 1.1. Consignment number as approved by DSV must be mentioned in writing and as barcode.

### 3.2 EDI communication

All Assignment information shall be transferred to DSV by EDI. The format for EDI communication must be in accordance with DSV's specifications as applicable from time to time (see [www.se.dsv.com](http://www.se.dsv.com)).

### 3.3 Submitted information

DSV shall not be obliged to verify whether goods fulfil the criteria for DSV e-parcel or DSV e-pallet. Accordingly, the Customer shall ensure that the goods fulfil the aforesaid criteria.

## 4. Scope of assignment

In addition DSV's Domestic Terms and Conditions are applicable but with below exceptions:

- a) Deliveries involving demands for specific times, and change of pallets.
- b) Goods where the consignee cannot be expected to be available to take delivery of goods weekdays during what may be considered as normal working hours.
- c) Goods to companies with a box address.
- d) Excepted types of goods, see section 8.2 below in this section.

## 5. Freight calculations rules

The effective weight consists of the goods' actual weight including packaging and loading accessories or the freight weight of the goods calculated in accordance with the principles set forth below, whichever is the highest. DSV reserves the right to weight and measure the goods for control purposes. This is done on approved/controlled weight and measure stations.

The new weight/volume information will be base for freight calculation and invoicing.

If the goods' actual weight is less than 280 kilos per cubic metre, the goods is considered to have a freight weight of 280 kilos per cubic metre. The goods must be able to stow and sort.

## 6. Prices

Prices for transports within the scope of DSV e-parcel and DSV e-pallet shall be agreed separately with each Customer.

Price information for Supplementary Services etc as set forth in DSV's General Price information and Price information Domestic shall be applicable subject to the following amendments:

- a) Handling charge pursuant to section 2.7 shall not be paid.
- b) Stockholm congestion supplement pursuant to Price Information Domestic, section 1.1 shall be subject to a fee of SEK 10 for DSV e-parcel and SEK 31 for DSV e-pallet per consignment.  
For Göteborg a fee of SEK 5 will be added for DSV e-parcel and DSV e-pallet up to 99 kgs and SEK 6 for over 100 kgs.
- c) In conjunction with collection of less than 5 consignments of DSV e-parcel and when no other groupage is collected, an extra collection fee of SEK 50 will be charged.

## 7. Additional fees

### 7.1 Goods exception provisions

DSV reserves the right to charge the Customer for costs caused by the Customer having delivered goods, which do not fulfil the criteria set forth in section 2.1- 2.2 under goods definitions in this chapter.

Generally a standard fee is charged, valid on the date of delivery of the goods for transport, as set forth in DSV's General Price information section 1.11 Change in Mode of Transport.

In the event DSV is able to prove that costs exceeding the standard amount have arisen as a direct consequence of any deviations in size, weight of other characteristics, DSV shall be entitled to charge the Customer for all such excess costs.

## 8. Liability and exceptions

### 8.1 Liability

Customer which hands over goods with characteristics specified in section 8.2 for distribution or other handling by DSV, shall be strictly liable for all damage and loss as a consequence thereof to DSV's equipment, vehicle or other goods.

DSV reserves the right to refuse to handle or forward goods delivered by the Customer for transport within the scope of DSV e-parcel and DSV e-pallet service, if there are grounds to assume that the goods do not fulfil the demands therefore.

DSV shall not be liable for lost or damaged goods if the loss or damages is caused by fault or negligence from the consignee or someone acting on the account of the consignee.

### 8.2 Excepted types of goods

Goods with the following characteristics are not covered by DSV e-parcel and DSV e-pallet terms and conditions and DSV is not liable to the goods in the event of loss or damage.

- a) Goods pursuant to General Conditions, section 1.

Receiving of goods subject to section 1.1, shall not entail any obligation by DSV to transport the goods within the scope of DSV e-parcel and DSV e-pallet.

- b) Original documents, documents of value or objects associated with a specific monetary value.
- c) Goods with a value exceeding SEK 250,000 per consignment.
- d) Deliveries with freight payable by consignee or third party.
- e) Unwrapped or insufficiently packed goods.
- f) Dangerous goods (with the exception of "Limited Quantities"), easily perishable or sensitive goods including fresh food, alcoholic products, dead animals, medical or biological samples, medical waste, body parts or human organs, weapons whole of parts thereof.

DSV shall be entitled to render harmless or destroy goods taken into custody, which are of dangerous nature, provided such action is justified in order to avoid danger. If possible, DSV shall inform the Customer of the measures which are to be taken in respect of the goods.

## 1. Special transport

Special transport means transport with heavy or over-sized shipments, projects, permission transports or other transports requiring special handling or equipment.

### 1.1 Conditions and exemptions for Special transport

#### 1.1.1 Permits

Provided that the transport assignment can be carried out is that DSV has received approved permissions.

#### 1.1.2 Extraordinary expenses

Offered freight is exclusive of all extraordinary additional service charges that may be required by authorized licenses such as police escort, VTL escort, additional warning vehicles, route survey, accessibility, extra driver a.s.o. The cost of goods coverage is also an addition.

Any additional costs are charged separately according to the expense plus service charge.

#### 1.1.3 Cost of cancellation

In case of cancellation, DSV will charge the Customer the cost of the requested permits as well as part of the offered freight.

The cost is based on number of days that cancellation is made before planned loading day.

Working days	% of freight
7	25
3	50
1	80

#### 1.1.4 Change and cancellation of assignment

If the goods are not possible to load, DSV reserves the right to charge up to 100% of the freight amount.

#### 1.1.5 Loading and unloading times

The offered price includes 90 minutes loading time and 90 minutes unloading time per shipment unless otherwise agreed.

When loading or unloading time exceeds this, DSV will charge a fee of SEK 550 per 30-minutes period. The fee is maximized to SEK 8,000 per day.



## 1. Applicable terms and conditions

Assignments which are performed within the scope of DSV ECO service shall be governed by these terms and conditions in addition to DSV's Transport Terms and Conditions, where applicable.

## 2. Definition of DSV ECO

### 2.1 Discount on agreed consignment/customer number

DSV ECO is offered to customers with an existing agreement for the destination in question. DSV ECO gives the customer a discount on the agreed freight rate for the consignment, provided the customer number in use, is connected to the DSV ECO service. Applicable rates are published on [www.se.dsv.com](http://www.se.dsv.com).

### 2.2 Part loads and full loads

DSV ECO is offered for part loads as well as for full loads. See General Conditions, section 2, Scope of the Engagement. Some exceptions may apply.

### 2.3 Extended day of loading

DSV ECO means that DSV has a time frame of three working days to load booked volume. Loading day is to be agreed with the Customers, normally on the day before loading. The consignee can be notified for an additional notification fee. See General Price Information, section 1.1, Notification fee.

When the goods are loaded, normal transport times apply.

## 3. Booking, transport documentation, labelling

### 3.1 Booking

Booking of goods must be made according to General Conditions, section 1.2-1.4 with the exception that DSV ECO cannot be booked by phone. The booking must be in writing and it must be clearly stated that the booking is for DSV ECO.

### 3.2 Transport documentation and labelling

Transport Documentation and labels must follow applicable standard and be clearly marked with "ECO".

See [www.se.dsv.com](http://www.se.dsv.com) for approved documentation.

## 4. Limitations in supplementary services

Supplementary services affecting the flexibility in time, such as Guarantee F10/F12, carrying indoors, specified loading and unloading times, deliveries to private persons and extra loading and unloading assistance is not offered in connection with DSV ECO.

## 5. Exceptions in offering DSV ECO

DSV reserves the right not to offer DSV ECO in cases when the existing agreement does not allow this as a possibility. Examples of that can be "milk-runs", large volumes during a short period of time, individual price construction or in cases where present cooperation or prices already has a structure similar to DSV ECO.



## 1. Transport documentation and labelling

### 1.1 Groupage

#### 1.1.1 Delivery information

Obligatory information in transport documents and/or transport instructions:

- Consignor's full name, collection address and telephonenumber
- Package number and postal code in clear text as well as consignment number in clear text and bar code (supplemented in certain cases by DSV)
- Additional services such as notification, carrying in-doors in clear text
- Consignee's name, delivery address and telephone-number
- Consignee's postal address with country code, place of destination, country of destination if other than delivery address
- Number of packages, weight and volume
- Terms of Delivery according to Incoterms 2010/2020
- Common description of type of goods and method of packaging and, in relation to dangerous goods, the generally accepted description thereof
- Necessary instructions regarding customs and other formalities

#### 1.1.2 Package labelling

Obligatory information on package label:

- Consignor's name and collection address
- Consignment number in clear text
- Package number and postal code in clear text and barcode
- Consignee's name, delivery address and telephone-number
- Consignee's postal address if other than delivery address
- Number of packages, total consignment weight and volume
- Weight symbol according to recommendations issued by Swedish Work Environment Authority
- Routing information. For detailed information see [www.se.dsv.com](http://www.se.dsv.com).

### 1.2 Part loads and full loads

For each consignment, the Customer shall ensure that the consignor issues a correctly and fully completed transport document in four duplicates containing the consignment note number or consignment number in clear text and barcodes or other transport documentation instructed or approved by DSV.

Exception applies in those cases where there is an agreement that DSV completes with consignment number. In addition, each package must be supplied with a complete and clearly completed address label or package label.

## 2. Loading and unloading

The Customer shall ensure that consignor or consignee arrange loading or unloading of vehicles with the assistance of the driver.

Packages of such weight and size as to require use of technical appliances shall be loaded or unloaded by consignor or consignee with the assistance of the crew of the vehicle (normally one person).

Loading and unloading must be able to take place from the back or the side of the vehicle from or to a quay or ground level onto an area, which is sheltered from the elements.

## 3. Price- and freight calculation rules

### 3.1 Generally

Unless otherwise agreed in writing, DSV's pricelist for international transports as applicable from time to time shall apply. The price covers the Assignment as specified in offer or agreement.

All prices are exclusive of VAT and any other charges.

The freight is calculated per consignment on the basis of the effective weight of the goods and the transport relation in question (e.g. export from place of delivery in one country to delivery location in another country) or, alternatively where there is no such agreed price, pursuant to valid price list.

### 3.2 Maximum weight

Unless otherwise agreed, the weights stated in "Maximum weights in Europe" (valid document is to be found on [www.dsv.com/se](http://www.dsv.com/se)) are the maximum weight for freight of a single consignment. Consignment weights exceeding maximum weight in the document means that the consignment has to be divided up and loaded on several load units and must be taxed as more than one consignment.

### 3.3 Breakpoint calculation

A so-called breakpoint calculation applies for goods with a freight weight exceeding the limit for groupage. This means that where the freight price is lower due to the fact that the goods are taxed according to a weight which is greater than the actual weight and the consignment is thereby placed in a higher weight class, the freight price shall be calculated in accordance with the lowest weight in the higher weight class pursuant to the applicable terms and conditions therefore. Breakpoint calculation shall not apply to different types of tariffs and goods. Examples of types of goods are groupage and full loads.

### 3.4 Freight calculations rules

#### 3.4.1 Effective weight

The effective weight is equal to the good's actual weight including packaging and loading accessories or the freight weight of the goods calculated in accordance with the principles set forth below, whichever is the highest.

If the transport document/waybill are missing or if the information of weight/volume is incorrect, DSV reserves the right to weigh and measure for control purposes. This takes place on approved/controlled weigh and measure stations.

The new weight/volume information is added to the transport document/waybill to calculate the freight.

a) If the goods actual weight is less than 333 kilos concerning countries outside the Nordic countries (except UK/Ireland), 350 kilos concerning UK/Ireland /350 kilos concerning the Nordic countries and /360 kilos concerning UK/Ireland per cubic metre, the goods is considered to have a freight weight of 333/350/360 kilos per cubic metre. The goods must be able to stow and sort. Individual packages may have a maximum weight of 35 kilos.

b) Groupage which are handled on a standardised EUR-pallet with the external dimension of 1.20 \* 0.80 metres, and which are fastened, wrapped in plastic, strapped or otherwise capable of being sorted or stowed, shall be considered to have a freight weight of 0.4 loading metres.

For individual pallets with a height below 130 cm, and by the consignee stated as stackable, the freight weight is calculated according to 6.4.1 (=cubicmetre-calculation).

c) Stackable pallet

In order for a pallet to be considered stackable, the top must be level and it must be possible to place a pallet weighing maximum 400 kilos on top of the pallet.

d) Packages with a length of 6 metres or more are calculated as loading metres as follows:

0-60 cm width/metre of length x 0.6/2.4 m

61-80 cm width/metre of length x 0.8/2.4 m

81-120 cm width/metre of length x 1.2/2.4 m

121-160 cm width/metre of length x 1.6/2.4

Exceeding 161 cm width/metre of length x 2.4/2.4

Example:

6 m long 90 cm wide =  $6 \times (1.2/2.4) = 3$  loading metres

The dimensions are rounded up to one decimal place.

e) In respect of goods which are difficult to stow due to the nature of the goods or the type of packaging, and which hinder normal co-loading with other cargo or a maximum usage of the loading space, the freight weight shall be calculated pursuant to the following:

- Transport to/from Non-Nordic countries (except UK/Ireland) 1,850 kilos per loading metre /UK/Ireland 2,000 kilos per loading metre
- Nordic countries 2,000 kilos per loading metre

Packages with a weight exceeding 35 kilos and a length exceeding 1.25 metres or a width exceeding 1.05 metres are considered difficult to stow. Consignments which contain a separate package with an actual weight exceeding 35 kilos and a length from 2.40 metres to 5.99 metres is considered to have a freight weight of minimum 1,561 kilos, notwithstanding that the actual weight for the entire consignment is less than 1,561 kilos. 1 loading metre = (the good's length in metre \* the goods width in metre)/2.4 metres, if the space between the side wall of the carrier and the goods after loading is exceeding 80 cm. Otherwise the loading metre dimension is the same as the goods' longest dimension in relation to the length of loading space.

#### 3.4.2 Minimum charge

Unless otherwise agreed a minimum charge after 200 kilos is made, for consignments from 101 kilos and more the effective weight is rounded up to nearest whole 100 kilos.

## 1 Supplementary services

Freight for a transport is charged pursuant to an agreement or offer and DSV pricelist applicable from time to time. In respect of transport to or from specific destinations, transports that require specific measures or other supplementary services, charges shall be imposed, where applicable, according to the provisions set forth below. All fees can be invoiced separately and retrospectively.

### 1.1 Notification fee

In those cases where DSV notifies the consignee a notification fee of SEK 150 will be charged for each consignment. The fee may be invoiced separately and in arrears.

In the event of notification of groupage, the transport time will be extended by at least 24 hours. DSV cannot undertake to deliver within a timeframe of less than 4 hours, for example delivery 10.00-14.00. Partloads are advised during transport.

See also loading/unloading on time, section 1.4-1.5.

Notification can be combined with products/services according to Domestic Conditions, clause 6.

### 1.2 Extra loading- or unloadingtime

Unless otherwise agreed in writing, freight rates in pricelist, offer and agreement are based upon loading or unloading being commenced immediately after the vehicles is placed at the disposal of the consignor or the consignee.

The following loading and unloading times have been included in the freight rates for the respective weight categories:

Weight in kilos:	Minutes:
1 – 100	15
101 – 1,560	20
1,561 – 5,000	30
+5,000	45
+20,000	60

“Weight” means here the total effective weight which has been loaded or unloaded on one occasion.

In the event loading or unloading work requires more time than set forth above, DSV shall charge a fee of SEK 415 per commenced 30 minute period.

### 1.3 Waiting time customs clearance

The equivalent fee as in section 1.2, which is SEK 415, will be charged for dutiable goods which cause delays in conjunction with customs clearance.

### 1.4 Loading/unloading holidays

In conjunction with, agreed in writing, loading or unloading on Saturdays, Sundays and public holiday a fee of SEK 1 030 for each commenced hour shall be charged regarding vehicle and driver, however minimum SEK 2 450.

### 1.5 Loading/unloading on specific time

Loading or unloading of goods on a specific agreed time, a minimum of SEK 650 will be charged. (Exception see Guarantee F10/F12).

### 1.6 Carrying indoors/upstairs

The service is based upon applicable regulations issued by the Swedish Work Environment Authorities, pursuant to which the driver may only, without assistance from consignee, carry loose packages with an actual weight not exceeding 25 kilos. Additional staff is required for weights over 25 kilos. Single parcel must fit in an elevator.

Orders concerning the carrying of goods indoors must be placed upon booking and must be stated on freight document or, alternatively, as EDI information, and on the package label. The consignee’s daytime telephone number must also be specified. See also General Conditions, section 2.8, Consignee’s responsibility.

Carrying indoors cannot be combined with products/services according to Domestic Conditions clause 6.

Weight (kilos) per consignment:	Supplement SEK
1 – 25	120
26 – 99	155
100 – 499	249
500 – 999	395
1,000 – 1,560	460
> 1,560	as per agreement

### 1.7 Extra manning of vehicles in Sweden

As regards extra personnel in conjunction with loading or unloading an extra fee of SEK 535 per man shall be charged for each commenced hour, however not less than SEK 1 070.

### 1.8 Manning holidays

In conjunction with, agreed in writing, loading or unloading on Saturdays, Sundays or extra personnel on Saturdays, Sundays or public holidays an extra fee of SEK 980 per person and commenced hour will be charged, however minimum SEK 1 350. Travel time is included.

### 1.9 Extra manning of vehicles abroad

Information concerning the costs for extra personnel for loading or unloading abroad is provided upon request.

### 1.10 Changes in assignments/invoice

Alterations to procedures and correction of erroneous freight payment regulations may only be made following a written request from the Customer and shall be charged with SEK 195 per consignment.

### 1.11 Change in mode of transport

A minimum fee of SEK 470 per consignment shall be charged if a change in mode of delivery occurs due to the Customer having specified that a certain transport service shall be used as the means of forwarding, and the goods do not fulfil the requirement of the service in question.

### 1.12 Frostfree transport, heated or refrigerated transport

As regards assignments to transport goods as frostfree, which are ordered in advance by the Customer and accepted by DSV, the freight is increased by 30 % for domestic transports. For heat or cold transports and frost-free international transports price is provided from case to case.

See also General Terms and Conditions, section 2.4 d, Frost Sensitive Goods.

Can be combined with products/services according to Domestic Conditions clause 6.

### 1.13 Warehouse leasing

As regards goods which remain in the custody of DSV, e.g. due to the non-acceptance of the goods by consignee, a warehousing fee shall be charged commencing when the goods are placed at the disposal of the consignee.

The fee will be charged from day 4 and is based on freight-weight shown below, however minimum SEK 275 per consignment.

Kilos:	Supplement in SEK:
1-249	80
250-499	128
500-749	180
750-999	249
> 1,000	249+5/100 kgs

### 1.14 Reloading of partload at terminal

Reloading at terminal (terminal fee) shall be charged pursuant to the following: SEK 398 per tonne up to and including 2.5 tonnes.

In addition SEK 60 per extra tonne is charged. Terminal fee is calculated for each consignment and the minimum fee is SEK 190.

### 1.15 Impediments delivery of goods

In the event of the delivery of the goods being impeded due to circumstances for which the Customer is liable, e.g. that the consignee is not contactable during weekdays 8.00-16.00 or that the consignee does not accept delivery, DSV shall deliver the goods to the nearest DSV-terminal.

DSV will charge the Customer for cancellations, warehouse leasing and any new delivery or return transport, minimum SEK 390 per consignment.

### 1.16 Delivery to private address/home delivery

For deliveries directly addressed to private addresses a fee of SEK 190 per consignment is charged.

The fee includes notification. Separate booking of notification must be done.

Private addresses means home addresses.

Any access code must be mentioned in the booking.

In case business is conducted from the home and the home address is specified as delivery address, the delivery address is considered as private address.

Please note that delivery cannot take place to a P O Box address.

Can be combined with products/services according to Domestic Conditions clause 6.

### 1.17 Other services

As regards supplementary services, extra fees shall be payable as determined in agreements from case to case. Such fees may be payment to DSV for:

- Special appliances (e.g. fork lift and crane lorry) for loading or unloading
- Special securing facilities
- Special equipment on vehicles
- Obtaining authorization and special measures taken in conjunction with transports requiring exemption from existing traffic regulations
- Special measures in conjunction with transports of objects with a height more than 2.5 metres and a length more than 6 metres
- Cleaning of vehicles
- Measures due to demands that the transport is carried out without reloading or by using certain modes of transport
- Reloading as a result of local traffic regulations or limited accessibility

## 2. Administrative and other fees

### 2.1 Fees for transport documents

- Print-out of transport document or package label SEK 99 per package
- Return of consignment note's Ti-part (or equivalent) SEK 40 per document, minimum SEK 140
- Proof of delivery (POD), not caused by claim SEK 130 per POD

### 2.2 Incorrect/incomplete transport instruction

A fee of SEK 150 per consignment or document is charged in respect of incorrect or incomplete transport instruction (=freightletter/CMR, label and edi). In addition absence of label/text for additional service is compared to incomplete document.

Shipments where the instruction is transferred in another way than edi is handled according to section 2.6.



### 2.3 Incorrect/incomplete weight or volume

A fee of SEK 55 per consignment is charged in respect of incorrectly or incompletely written weight or volume information.

### 2.4 Invoicing fee

Invoicing fee to the amount of SEK 99 per invoice and SEK 19 per pdf-invoice via e-mail is charged. No fee is charged for other electronic invoice formats.

### 2.5 Combination fee invoice

A fee of SEK 25 will be charged in case the Customer requires additional invoice for the same assignment (for example e-invoice and paper invoice).

### 2.6 Administration fee

Administration fee is charged with SEK 125 per consignment.

In those cases the Customer is defined as myDSV or EDI-customer the fee will be reduced by SEK 90.

For more information see [www.se.dsv.com](http://www.se.dsv.com).

### 2.7 Other fees or costs associated with the transport assignment

Bridge, ferry and harbour fees as well as other similar fees normal for certain types of transport and goods are charged in addition to the freight amount.

Certain long waiting times related to ferry, bridge, and tunnel traffic are charged according to General Price Information, section 1.2.

### 2.8 Security fee

A security fee will be charged with 1,95 % of the freight amount.

### 2.9 Forwarding charges

A fee of SEK 375 per shipment is charged for forwarding.

### 2.10 Positioning/capacity surcharge

Due to temporary periods of lack in capacity in Sweden/Europe a positioning surcharge may be charged.

### 2.11 Environment surcharge

Environment surcharge will be charged with 1,5 % of the freight amount and is included in the fuel key.

### 2.12 Interest on overdue

Payment must be received by DSV within 10 days from invoice date. In the event of delayed payment, DSV shall be entitled to interest on overdue in accordance with applicable interest rate in force from time to time (currently 2,0 % per month).



# Price information domestic

## 1. Supplement due to decision of public authority or specific traffic conditions

### 1.1 Congestion fee Stockholm

All consignments to Stockholm (locations with postal codes beginning with 10-19) shall be subject to a fee per consignment pursuant to the following:

Kilos:	Fee SEK:
1 - 99	44
100 - 1,560	78
1,561 - 9,999	119
10,000 - 20,999	197
21,000 - 27,999	271
> 28 000	397

### 1.2 Congestion fee Göteborg

All consignments to/from Göteborg (locations with postal codes beginning with 40-43) shall be subject to a fee per consignment pursuant to the following:

Kilos:	Fee SEK:
1 - 99	6
100 - 1,560	7
1,561 - 9,999	22
10,000 - 20,999	37
> 21,000	52

### 1.3 Gotland supplement

On all consignments, a Gotland supplement of 0,4 % of the freight amount will be added. The level can be changed due to authorities decisions.

### 1.4 Price supplement to/from Gotland

Consignments to or from Gotland shall be subject to an extra fee of 20 % (DMT 9912) alternative 30 % (DMT 1512) of the freight amount.

### 1.5 Price supplement for driving and rest regulations

A supplement of 4,8 % of the freight amount is charged on all transports.

### 1.6 Local allowance

Local allowance for rural according classification. See [www.se.dsv.com/Transportplan](http://www.se.dsv.com/Transportplan) for more details.

Class	SEK	Class	SEK
1	120	3	360
2	210	4	555

### 1.7 Price supplement for archipelagos

A shipping fee will be charged for deliveries to islands without bridge connections. The fee can vary depending on destination.

## 2. Supplementary services

### 2.1 Consignee freight

A fee of SEK 75 will be charged in the event the Customer states that the consignee shall pay the freight. Can be combined with some products and services. See Domestic Conditions, clause 6.

### 2.2 Guarantee F10

A fee of SEK 495 will be charged for Guarantee F10 deliveries. See Guarantee F10 Terms and Conditions.

### 2.3 Guarantee F12

A fee will be charged for Guarantee F12 deliveries. See Guarantee F12 Terms and Conditions.

Kilos	SEK
1 - 100	90
101 - 800	165
801 - 1,560	315

### 2.4 Pre-Advice

For delivery notification per phone from the driver, 30-60 minutes prior to delivery, a fee of SEK 80 will be charged. The service is available for groupage, partload, DSV e-parcel and DSV e-pallet.

### 2.5 Dangerous goods

For transports of dangerous goods an extra freight supplement per consignment will be charged as follows:

Small goods (kilos)	SEK
1 - 100	320
101 - 1,560	480
>1,560	650

In addition, other extra fees shall be charged for special measures or arrangements if such are required for the transport of dangerous goods.

Taking into account the extra measures required in connections with the carriage of dangerous goods by sea, the fee will be increased by 50 % in conjunction with such transport.

Can be combined with products/services according to Domestic Conditions clause 6.

## 3. Administrative and other fees

### 3.1 Pallet fees

A pallet fee of 7,6 % of the freight amount will be charged in connection with exchange of pallets.

### 3.2 Tail-lift

Consignments with a weight over 1,561 KGs (max 1,000 kgs/cli) that require delivery with a tail lift will be charged an administrative fee of SEK 510. This is valid for shipments of up to 3,2 ldm or 6 tons. In addition, prices are quoted upon request.

### 3.3 Seasonal supplement

During periods April-June and September-November a seasonal fee will be charged on domestic partloads, with 3,2 % of the freight amount.

## 4. Statistic and other summary

To produce large statistics and other delivery specifications a fee of 0,03 %, minimum SEK 1,000, on the latest three month's freight amount will be charged.

# Price information international

## 1. Supplement due to decision of public authority or specific traffic conditions

### 1.1 Congestion fee Stockholm

All consignments to Stockholm (locations with postal codes beginning with 10-19) shall be subject to a fee per consignment pursuant to the following:

Kilos:	Fee SEK:
1 – 99	44
100 – 1,560	78
1,561 – 9,999	119
10,000 – 20,999	197
21,000 – 27,999	271
> 28,000	397

### 1.2 Congestion fee Göteborg

All consignments to/from Göteborg (locations with postal codes beginning with 40-43) shall be subject to a fee per consignment pursuant to the following:

Kilos:	Fee SEK:
1 – 99	6
100 – 1,560	7
1,561 – 9,999	22
10,000 – 20,999	37
> 21,000	52

### 1.3 Harbour fees and security in traffic to/from Finland

An official fee, which is charged for all consignments between Sweden-Finland-Sweden. The fee is SEK 79 per tonne (actual weight), minimum fee is SEK 158 per consignment.

### 1.4 Dangerous goods fee Älvsborgs Ro/Ro

The fee applies on dangerous goods on all import and export trailers to or from mainly Immingham, Tilbury and Ghent. The fee is SEK 260 per full trailer  
SEK 130 per consignment for part loads and groupage.

### 1.5 Harbour tax, Great Britain SEK19/95

For all goods passing harbours in Great Britain there is a governmental tax. The fee is SEK 95 for full loads and SEK 19 per consignment for part loads and groupage. v

### 1.6 Congestion fee London SEK 45/165

A Congestion Surcharge for all vehicles driving into London City. Affected postcodes are EC1-EC4, WC1-WC2, W1, SW1, SE1-SE11. The surcharge is SEK 162 for full loads and SEK 42 per groupage consignment.

### 1.7 Roadtax Norway

All consignments to/from Norway shall be subject to a fee for roadtax. The fee is 4,98% of the freight amount. Fees for bridges and ferries to islands are charged separately.

Additional fees can be charged due to new decisions of Norwegian authorities.

### 1.8 Winter supplement Norway

On all consignments to Norway between 1 November to 30 April, a winter fee will be charged per consignment pursuant to the following:

Kilos up to and including:	Fee SEK:
100	32
200	16
300	13
500	12
750	10
1 000	9
2 000	5
3 000	4
5 000	3
15 000	2
25 000	1
FTL	296 per FTL

### 1.9 Price supplement for driving and rest regulations

A supplement of 4,8 % of the freight amount is charged on all transports.

## 2. Supplementary services Customs

### Export

#### 2.1 Export controls/clearance

Goods which are cleared for export shall be subject to a fee of SEK 350 for each declaration including two statistics numbers. Any statistics number exceeding two is subject to a fee of SEK 60 for each additional statistics number.

Above provided that statistic number is clearly specified in the commercial invoice or in a separate attachment.

#### 2.2 Documentation handling customs id

SEK 375 per declaration is charged when the client arrange export- and import customs clearance.

#### 2.3 Forwarding in transit to third country

As regards documentation in conjunction with forwarding in transit to third country a fee of SEK 490 per transit is charged.

#### 2.4 Issue and/or stamping of EUR-certificate or A.TR-certificate

A charge of SEK 650 per shipment is charged for stamping of EUR- or A.TR-certificate.

Issue of EUR- or A.TR-certificate is charged with SEK 1000 per shipment.

Transport to the Customs is not included and will be charged according to outlay.

#### 2.5 Import controls/clearance abroad

Goods which are cleared for import shall be subject to a fee of SEK 650 for each declaration including two statistics numbers. A fee of SEK 60 is charged for each additional statistics number exceeding two.

It must be clear on the commercial invoice if the consignor shall pay VAT, customs fees or other governmental fees in the recipient country.

#### 2.6 Documentation

Required and correctly completed documentation (commercial invoice, pro forma invoice etc.) must be submitted to DSV at latest 15:00 on the loading day, in order for DSV to be able to perform correct customs clearance. Shipments where documentation arrives too late are charged SEK 150 per shipment.

Documentation with a complete list of loaded goods must be fully consistent with the loaded goods in terms of statistics number, number of items and total volume. Shipments with deviations are charged with the actual cost of post-registration, new declaration and any other governmental cost, minimum cost SEK 650.

### Import

#### 2.7 Import controls/clearance

Goods which are cleared for import shall be subject to a fee of SEK 650 for each declaration including two statistics numbers. A fee of SEK 60 is charged for each additional statistics number exceeding two.

#### 2.8 Simplified declaration

For simplified declaration a fee of SEK 495 per declaration is charged.

#### 2.9 Declaration after simplified declaration

For final declaration SEK 495 per declaration including two statistics numbers is charged.

Any statistics number exceeding two is subject to a fee of SEK 60 for each additional statistics number.

#### 2.10 Export controls/clearance abroad

Goods which are cleared for export abroad shall be subject to a fee of SEK 350 for each declaration including two statistics numbers. Any statistics number exceeding two is subject to a fee of SEK 60 for each additional statistics number.

#### 2.11 Payment transfer service and outlay compensation

As regards payment transfers on behalf of the Customer, for customs fees, VAT and other governmental fees, a fee of SEK 185 for each declaration will be charged. Outlay compensation is charged with 3% on the outlayed amount with a minimum of SEK 230 per outlay.

#### 2.12 Reassessment of customs duties

Reassessment of customs duties is subject to a fee of SEK 440 per declaration including two statistic numbers. A fee of SEK 60 is charged for each additional statistics number exceeding two.

#### 2.13 Domestic forwarding in transit

A charge of SEK 650 per transit will be made for forwarding in transit from customs warehouse to customs warehouse.

#### 2.14 Termination of transit and arrangement in customs warehouse

For termination of transit and arrangement in customs warehouse a fee of SEK 950 per transit is charged.

#### 2.15 License handling

For application for a license hos Kommerskollegium a fee of SEK 350 per license is charged.

#### 2.16 Settlement note after active processing

For settlement note after active processing a fee of SEK 550 per processing is charged.

#### 2.17 Intra state

For intra state reporting a fee of SEK 450 kr per declaration including five statistic numbers will be charged. Any statistics number exceeding two is subject to a fee of SEK 60 for each additional statistics number.

### 3. Administrative and other fees

#### 3.1 Dangerous goods from SEK 1 125

An extra freight supplement per consignment is charged for transports of dangerous goods pursuant to the following:

Small goods	Weight classes	
1 – 100 kilos	101 – 2,500 kilos	>2,500 kilos
SEK 1 125	SEK 1 625	SEK 2 395

#### 3.2 Completion of FCR

A charge of SEK 430 per assignment is made for completion of FCR in conjunction with letters of credit procedures.

#### 3.3 Delivery with tail-lift

An extra fee is charged for consignments with a freight-weight above 2,499 Kgs, which must be unloaded with a tail-lift.

### 4. Statistics and other summary

To produce large statistics and other delivery specifications a fee of 0,03 %, minimum SEK 1,000, on the latest three month's freight amount will be charged.

### 5. Brexit

DSV reserves the right to adjust/add these terms and the fees based upon the outcome of a possible Brexit. The terms and fees will be valid from the date that is specified in the adjustment.