

Terms of Use

DB SCHENKER | system

Schenker Deutschland AG

Status: November 2025



Terms of use DB SCHENKER | system

DB SCHENKER | system is a product from Schenker Deutschland AG in the general cargo sector. The tender conditions for land transport and ADSp apply and, as far as these conditions do not apply to logistical services, the latest version of the logistics terms and conditions apply. Furthermore, the following terms of use apply, which take precedence over the ADSp and logistics terms and conditions.

1. General scope of services/Scope of application

- Geographical scope (Europe)
- Door-to-door service (free ramp/provided on the property for acceptance)
- Provision of the transport service in DB Schenker's own general cargo network (closed system)
- Depending on the distance and terminal contact, the standard delivery time for **DB SCHENKER | system** is 1-2 days in addition to the delivery time for **DB SCHENKER | system premium** (according to the DB Schenker Scheduler available at [DB SCHENKER Scheduler](#), the displayed delivery time in the DB Schenker Scheduler is always the premium delivery time)

2. Additional services offered in connection with the product

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

- Fix Day delivery
- Fix Day to be agreed
- Automated Fix Day delivery to be agreed
- Fix Day 10, Fix Day 13
- Delivery pre-notice by SMS, delivery pre-notice by e-mail
- Acceptance of hazardous goods
- Offsetting
- Insetting / Book and Claim
- Additional services

3. General requirements

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

- Orderly traffic conditions
- Delivery times for islands, enclaves and shipments of customs goods must be agreed separately
- In the case of non-national public holidays, the public holiday regulations of the DB Schenker branches involved in the transport will apply

- Transport-safe packaging ([LINK](#))
- Registration for pickup in the routing area of the responsible DB Schenker office must take place on the day of pickup before 10:00 p.m. at DB Schenker customer service
- For picking up outside the routing area of the responsible DB Schenker office: Registration must take place no later than 10 a.m. on the pick-up day
- The pick-up times must be agreed with the responsible DB Schenker office
- Clear identification must be provided of the desired additional services on the medium used for the transmission of the transport data (forwarding order, EDI, registration for collection, etc.)
- Delivery notes must be attached to the goods and are not transported separately
- Shipment must be marked with clear identification and labelling with a barcode label
- Deliveries and collections are made between 8 a.m. and 4 p.m. (Monday to Friday)
Standard delivery times: 8:00 a.m. – 1:00 p.m.
Standard pick-up times: 1:00 p.m. – 4:00 p.m.
- The transport of hazardous goods, with the exception of individual classes and UN numbers, must take place only after prior order review and approval by the DB Schenker offices¹
- Waste transports are only possible after consultation, examination and approval by the responsible DB Schenker office¹

4. Postages

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

5. Mass and weight

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

- Maximum dimensions of a package:
- Longest side: 2.40 m, Second side: 1.80 m, Height: 2.20 m
- Maximum weight per package: 1,500 kg total weight

For transports that require a lifting platform, the following deviating restrictions apply:

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

The dimensions must include the respective loading equipment. There is generally a maximum weight limit of 2,500 kg of billable weight. Any additional dimensions and weights must be agreed separately.¹

6. Exclusions

- Exclusions according to ADSp and logistics terms and conditions
- Moving goods
- Temperature-controlled goods
- Live animals, unpackaged plants, perishable goods
- Objects, weapons and ammunition that are subject to the War Weapons Control Act
- Shipments that have to be unloaded from the side or with a crane
- Packages over 30 kg that cannot be driven under with floor conveyors
- Delivery time increases caused by circumstances that DB Schenker could not prevent despite the greatest possible care

7. Prices

The current price agreement with the responsible DB Schenker office for **DB SCHENKER | system** will apply.

Please note that private customer deliveries or private customer collections (Return Service) must be booked as **DB SCHENKER | system home**. If the shipment is not booked with **DB SCHENKER | system home**, it will be handled as **DB SCHENKER | system** with the additional service Fix Day delivery to be agreed.

¹ An order can only be placed after prior consultation with the responsible DB Schenker office.

Appendix 1 Definitions of additional services

Fix Day delivery: A delivery date is agreed with the customer.

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

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

Fix Day 10, Fix Day 13: The customer sets a delivery date before 10 a.m. or before 1 p.m.

Delivery pre-notice by SMS, delivery pre-notice by e-mail: The recipient receives information by SMS or e-mail when the shipment will be delivered.

Long goods type 1:

- Max. side length: longer than 2.40 m and/or shorter than 3.00 m, Max. width: 1.20 m, Max. height: 2.20 m
- Max. weight per package: 1,500 kg
- Deliveries with a lifting platform are only permitted after bilateral agreement
- Large goods with a length of more than 300 cm and a weight of more than 30 kg may not be sent in the network

Long goods type 2:

- Max. side length: longer than 3.00 m and/or shorter than 6.00 m, Max. width: 0.40 m, Max. height: 0.40 m
- Max. weight per package: 30 kg
- Max. 10 packages
- Large goods with a length of more than 300 cm and a weight of more than 30 kg may not be sent in the network

Hazardous goods: Hazardous goods within the meaning of these terms and conditions are all goods that fall under the definition of the term in accordance with Section 2 Paragraph 1 of the Hazardous Goods Transport Act. These include substances and objects which, by virtue of their nature, their properties or their state, constitute a threat to public security, order, in particular for the general public, for important common goods, for life and the health of people as well as for animals and things. We always reserve the right to refuse the transport of hazardous goods. Furthermore, we will not accept hazardous goods that are not declared in accordance with the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) and other statutory provisions, that do not comply with these regulations, or that are not packed and labelled in accordance with

these regulations. If the hazardous goods, after being taken over, are deemed to pose a risk, from the point of view of Schenker Deutschland AG, to other goods, items or life or safety of others, or if the hazardous goods and/or their description do not meet the legal requirements, Schenker Deutschland AG will contact the customer as far as possible in order to coordinate the measures to be taken. However, Schenker Deutschland AG reserves the right to dispose of the hazardous goods at the customer's expense. Hazardous goods cannot be stored in terminals.

Offsetting: For the **DB SCHENKER | system** products DB Schenker offers the option “offsetting”. For this option an additional fee (“offsetting fee”) applies. The fee-amount derives from an estimation of the CO₂ equivalent (“CO₂e”) footprint based on the taxable weight of the shipment and the distance between pick up and delivery. For shipments booked with the “offsetting option”, the estimated CO₂e emissions will be offset. The CO₂e emissions estimation include all of DB Schenker’s shipping activities, related to the customers’ shipments booked with “offsetting”. The offsetting fee will finance emission reduction projects in developing countries operating under the UN's Clean Development Mechanism. The offsetting is currently made in partnership with atmosfair through the purchase and cancellation of certified carbon credits. A certificate (not tradable) with the amount of tons of CO₂e that are offset by DB Schenker can be received directly from atmosfair. With the request for a certificate, you agree that DB Schenker shares your company name, company address, e-mail-address and the emission to be compensated with atmosfair.

Insetting / Book and Claim: With the optional service Insetting / Book and Claim, 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 / Book and Claim service can be added to all shipments of **DB SCHENKER | system** and can be combined with all other available additional services of DB Schenker. The basis is the emissions report for each customer in **DB SCHENKER | connect**. The use of sustainable fuels (HVO, bio-LNG, low-emission electricity) and drive technologies (Battery Electric Vehicle BEV, H₂) is guaranteed in the DB Schenker 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 DB Schenker 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.

Appendix 2 Product combination matrix

Name of the products	Name of additional services												
	Fix Day to be agreed - 39	Automated Fix Day delivery to be agreed - 85	Fix Day - 35	Fix Day 10 - 57	Fix Day 13 - 58	offsetting - 01	Insetting / Book and Claim	Dangerous Goods - 09	Limited Quantity (LQ) - 08	Delivery Pre-Notice eMail - 16	Delivery Pre-Notice SMS - 19	Long good type 1 - 02	Long good type 2 - 03
DB SCHENKER system - 43						x	x			1 from 2	1 from 2		
DB SCHENKER system - 43						x	x	x	x	1 from 2			
DB SCHENKER system - 43	x					x	x			1 from 2			
DB SCHENKER system - 43		x				x	x			1 from 2			
DB SCHENKER system - 43			x			x	x			1 from 2			
DB SCHENKER system - 43				x		x	x			1 from 2			
DB SCHENKER system - 43					x	x	x			1 from 2			
DB SCHENKER system premium - 44						x	x	x*)	x*)	1 from 2			
DB SCHENKER system premium - 44						x	x	x*)	x*)	1 from 2			
DB SCHENKER system premium - 44						x	x			1 from 2		x	
DB SCHENKER system premium - 44						x	x			1 from 2			x