

Terms of Use

DB SCHENKER *system*

Schenker Schweiz AG

Status: September 2021



Terms of use DB SCHENKER *system*

DB SCHENKER *system* is a product from Schenker Schweiz AG in the general cargo sector.

The tender conditions for land transport and the General Conditions of SPEDLOGSWISS – Swiss Freight Forwarding and Logistics Association (GC SPEDLOGSWISS) and the General Conditions of SPEDLOGSWISS – Swiss Freight Forwarding and Logistics Association – for Warehousing (GC SPEDLOGSWISS Warehousing), latest versions 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 the General Conditions of SPEDLOGSWISS 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 www.dbschenker.com/de/scheduling, 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
- Fix Day 10, Fix Day 13
- Delivery pre-notice by SMS, delivery pre-notice by email
- Cash on delivery (cash payment up to a maximum of CHF 2,500)
- Acceptance of hazardous goods
- 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
- Registration for pickup in the routing area of the responsible DB Schenker office must take place on the day of pickup before 12:00 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 11 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 7:30 a.m. and 5:30 p.m. (Monday to Friday).
Standard delivery times: 7:30 a.m. - 1:00 p.m.
Standard pick-up times: 1:00 p.m. - 5:30 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, FCA, CPT, DAT (DDU and DDP) and DAP are permitted.

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
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

- 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

- Exclusions according to the scheduler ([scheduler](#)).

7. Prices

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

Please note that deliveries to private customers must be booked as DB SCHENKER **system premium** or fixed day deliveries. If the shipment is booked neither with DB SCHENKER **system premium** nor with the fixed day delivery, the shipment will be treated as a fixed day delivery by telephone agreement. A notice fee will be billed to you.

¹An 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 arranged with the recipient by telephone. The customer provides the recipient's contact information (name and phone number). The DB Schenker office contacts the recipient and arranges a delivery date within 3 days.

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

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

Cash on delivery: The shipment is handed over to the recipient as soon as he has handed over the agreed payment amount in cash (cash payment up to a maximum of CHF 2,500).

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 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 Schweiz 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 Schweiz AG will contact the customer as far as possible in order to coordinate the measures to be taken. However, Schenker Schweiz AG reserves the right to dispose of the hazardous goods at the customer's expense. Hazardous goods cannot be stored in terminals.

Appendix 2 Product combination matrix

DB SCHENKER <i>system</i> / DB SCHENKER <i>system premium</i>	Name of additional services												
	Fix Day to be agreed - 39	Fix Day - 35	Fix Day 10 - 57	Fix Day 13 - 58	Cash on elivery - 15	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	Premium 10 - 55	Premium 13 - 56
Name des Produktes													
DB SCHENKER <i>system</i> - 43					x			1 from 2	1 from 2				
DB SCHENKER <i>system</i> - 43					x	x	x	1 from 2					
DB SCHENKER <i>system</i> - 43	x				x			1 from 2					
DB SCHENKER <i>system</i> - 43		x			x			1 from 2					
DB SCHENKER <i>system</i> - 43			x		x			1 from 2					
DB SCHENKER <i>system</i> - 43				x	x			1 from 2					
DB SCHENKER <i>system premium</i> - 44					x	x [*]	x [*]	1 from 2				x	
DB SCHENKER <i>system premium</i> - 44					x	x [*]	x [*]	1 from 2					x

* Possible in selected country relations