

Terms of use

DB SCHENKER | system home

Schenker Deutschland AG

As of: April 2025



Terms of use DB SCHENKER | system home

DB SCHENKER | system home is a Schenker Deutschland AG product in the general cargo sector for delivery to and collection from your private customers. The terms and conditions of quotation for land transport and the ADSp apply and, as far as these conditions do not apply to logistics services, the latest version of the logistics terms and conditions (Logistics GTCs) apply. Furthermore, the following terms of use apply, whichever take precedence over the ADSp and Logistics GTCs.

1. General scope of services/scope of application

- Geographical area of application is the territory of the Federal Republic of Germany
- National door-to-door service (free ramp/provided at the kerb for collection)
- Provision of the transport service in DB Schenker's own general cargo network (closed-system)
- For delivery to your private customers: A delivery date is agreed electronically with the private recipient. For this purpose, the client provides the contact information of the private recipient (name, e-mail address or telephone number). With a link that the private recipient receives via his or her contact information, the private recipient confirms a delivery date in a portal provided. If your private 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 private recipient.
- The private recipient will also be informed by SMS or e-mail when the shipment will be delivered.
- For collection from your private customers (Return Service): A collection date is agreed electronically with the private sender. For this purpose, the client provides the contact information of the private sender (name, e-mail address or telephone number). With a link that the private sender receives via his or her contact information, the private sender can confirm a delivery date in a portal provided. If a date selection is not made by the private sender, this commission is deemed not to have been made.
- The delivery time for **DB SCHENKER | system home** begins with collection from the sender and ends with delivery to the recipient. Delivery times for **DB SCHENKER | system home** can be viewed in the DB Schenker Scheduler at [DB SCHENKER Scheduler](#). The delivery time takes into account weekends, public holidays and planned seasonal restrictions, but not unplanned seasonal restrictions or other influences on the transport process, such as customs delays or severe traffic disruptions.

2. Additional services offered in connection with the product

The following additional services can be booked with **DB SCHENKER | system home**:

- Offsetting
- Insetting / Book and Claim
- Drivers pre-advice
- Transport insurance (to be booked directly via your branch office)
- Other services

3. Delivery/collection requirements for sender/private customer

- A truck with a minimum size of 12 tons must have access to the delivery/collection area.
- The goods are delivered to the kerbside or collected from the kerbside by the driver.
- Clear identification of the desired additional services on the medium used for the transmission of the transport data (shipping order, remote data transmission, registration for collection, etc.).
- Delivery notes have to be attached to the goods and are not transported separately.

4. General requirements

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

- Transport-safe packaging ([LINK](#))
- Marking of the shipment for clear identification and labelling with a barcode label required.
- The private customer does not have a company tax number
- Orderly traffic conditions
- Use of non-exchangeable loading equipment
- Delivery times for islands and enclaves as well as shipments requiring customs arrangements (e.g. shipments to ports) must be agreed separately
- In the case of non-national public holidays, the public holiday regulations of the DB Schenker branch offices involved in the transport will apply
- Registration for collection of a **DB SCHENKER | system home** shipment in the routing area of the responsible DB Schenker branch office on the collection day before 12:00 noon at DB Schenker Customer Service

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- For collection of a **DB SCHENKER | system home** shipment outside the routing area of the responsible DB Schenker branch office: registration no later than 11 a.m. on the collection day
- Registration for the collection of a **DB SCHENKER | system home** return shipment for the following day is possible in the web portal until 23:59 p.m. by your private customer.
- Deliveries and collections are made between 8 a.m. and 4 p.m. (Mon.-Fri.)
Standard delivery times: 08:00 a.m. - 01:00 p.m.
Standard pick-up times: 01:00 p.m. - 04:00 p.m.
- Collections and deliveries outside the above-mentioned working hours or to areas that are difficult to access will only be made by separate agreement. They are subject to surcharges. Agreed delivery times are not binding for collections and/or deliveries outside normal working hours.

4. Postages

The approved term of delivery is DAP. The client's notification that the order is to be executed in accordance with incoterms does not affect the contractual relationship between the client and Schenker Deutschland AG.

5. Weights and measures

Volume and minimum weights are agreed individually. Dimension and weight limits for general cargo shipments (where a lifting platform is required):

- Maximum dimensions of a package: 2.40 m x 1.20 m x 2.20 m (L x W x H)
- Maximum weight per package: 1,000 kg actual weight

The dimensions must include the respective loading equipment. In general, a maximum weight limit of 2,500 kg of billable weight applies. Any exceeding or additional dimensions and weights must be agreed separately.¹

6. Exclusions

- Exclusions according to ADSp and Logistics GTCs
- Moving goods
- Hazardous goods
- Waste
- Temperature controlled goods

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

- Live animals, unpackaged plants, perishable goods
- Objects, weapons and ammunition subject to the War Weapons Control Act
- Shipments that must be unloaded from the side or by crane
- Packages weighing more than 30 kg where a forklift-truck or a platform stacker cannot slide underneath
- Increases in delivery times caused by circumstances which DB Schenker was unable to prevent despite taking the greatest possible care
- Shipments that must be delivered within a certain time window
- Pallet exchange is excluded
- Unpackaged goods or goods that are not sufficiently packaged for transport

7. Prices

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

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.

Appendix 1 Definitions of the additional services

Offsetting: For the **DB SCHENKER | system home** product and its Return Service, DB Schenker offers the additional service option "offsetting". When booking this option an additional fee ("offsetting fee") is charged. The amount of the fee results from a calculation of the CO₂ equivalents ("CO₂e") based on the taxable weight of the shipment and the distance between collection and delivery. For shipments booked with the "offsetting" option, the calculated CO₂e emissions will be offset. The calculation of CO₂e emissions includes all shipping activities of DB Schenker related to the customers' shipments booked with "offsetting". The "offsetting fee" is used to finance emission reduction projects in developing countries that are carried out within the framework of the UN's Clean Development Mechanism. The offsetting is currently carried out in cooperation with atmosfair gGmbH (www.atmosfair.de) through the purchase and cancellation of certified carbon credits. You can obtain a certificate (non-tradable) with the offset amount of CO₂e tonnes related to your shipments directly from atmosfair. By submitting your request to us to obtain such certificate, you agree that DB Schenker will pass on your company name, company address and e-mail address as well as the emission to be offset to atmosfair.

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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 home** 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.

Drivers pre-advice: The driver agrees on the location and the exact delivery time by telephone with the recipient at least one hour before delivery.

Transport insurance: Protection against all risks of physical loss or damage to goods caused by external causes during transport, subject to the consent of the insurer.

Appendix 2 Product combination matrix

DB SCHENKER system home	Name of additional services																
	Automated Fix Day Delivery to be agreed - 85																
	Automated Fix Day Pick up to be agreed - 84																
	Fix Day to be agreed - 39																
	Fix Day - 35																
	Fix Day 10 - 57																
	Fix Day 12 - 59																
	offsetting - 01																
	Insetting / Book and Claim																
	Transport insurance - 04																
	Return Home - AK																
	Dangerous Goods - 09																
	Limited Quantity (LQ) - 08																
	Delivery Pre-Notice eMail - 16																
	Delivery Pre-Notice SMS - 19																
	Drivers Pre-Advice - 13																
	Long good type 1 - 02																
Long good type 2 - 03																	
Name of the products																	
DB SCHENKER system home - 45																	
DB SCHENKER system home - 45																	
DB SCHENKER system home - 45 ²																	

¹ The services is included in the product

² Return Service bookable only for national shipments

³ Bookable only for national shipments