



DB SCHENKER | system and DB SCHENKER | system premium Technical service description

Size and properties of shipments

Intended for business to business customers, **DB SCHENKER | system** is an easy-to-use and flexible transportation service for European or domestic shipments. Service can be complemented with various value added services such as Delivery service to private person or Consignment delivery via staircase or indoors. With **DB SCHENKER | system** you can define delivery date (Fix Day, Fix Day TBA) and time (Fix Day 10 and 13).

DB SCHENKER | system premium service is the right choice when the shipment must arrive just on schedule. Service has a binding schedule with a money back guarantee. With **DB SCHENKER | system premium** you can pre-order exact time for delivery (Premium 10 and 13). The availability of time definite options is limited to certain routes and postal code areas both for domestic as well as international transports.

Groupage shipment sent to a single consignee weighs less than 2,500 kg and its maximum volume is 7.5 m³. In addition, the shipment may not take more than 1.35 pallets cargo space in a vehicle. Traffic direction-specific maximum limits may also be lower. The maximum dimensions of a single package are 2.4 m (length) or 1.8 m (width) or 2.2 m (height), and its maximum weight is 1,500 kg. Every package in a single shipment must be well enough packed considering normal pressures during the transport and suitable for mechanical handling. A shipment with several packages or with actual weight of more than 30kg must always be packed on a pallet. If the length of a single parcel for an international shipment is 2.41–6.00 m and its actual weight is less than 30 kg, it can be transported as a **DB SCHENKER | system** service. This applies to shipments containing maximum ten packages.

Transportation order and documents

Place your **DB SCHENKER | system** transportation order no later than 2 pm on the day before your desired pick-up date. You can place domestic transportation orders via online services until 1 pm on desired pick-up date. In conjunction

with your transportation order, you may supplement your transportation service with value added services. These are presented in a separate attachment.

Place your **DB SCHENKER | system premium** transportation order for international shipment by 2 pm on the weekday before your desired pick-up date and for domestic shipment by 10 am on your desired pick-up date. Shipment must be ready for pick-up from 10 am. Please note exceptional postcode specific pick-up dates.

Every package in your shipment needs to be furnished with address labels with SSCC barcodes. For domestic dangerous good transportation, a standard waybill is required, indicating the freight payer's customer and contract numbers. More information about address labels and consignment notes is presented in a separate attachment. The total weight must be marked on packages weighing more than 1,000 kg as indicated in the legislation.

DB Schenker's time-related value added services for import and export transports in EU's external trade are only available if shipping documents and customs declarations have been prepared with DB Schenker companies, not with third parties. See more: [Value added services for international land transport](#).

Pricing and freight principles

Prices are based on the selected product option, the transportation route and the tax weight of the shipment. The freight price for **DB SCHENKER | system premium** service is 30% higher than the freight price for **DB SCHENKER | system** service, minimum €10,50 per shipment. The taxweight is determined on a product-specific basis and is affected by the pricing area applied at each time. In addition, the fuel surcharge, taxes and other fees valid at each time are applied to the transportation charge. Additional charges set out in the price list can be applied to the service, if so required by the performance of the service. In situations of exceptional demand for transport services or traffic disruption separate seasonal or route-specific surcharges may be applied.

Transportation charges

The transportation charge is shipment-specific. It is based on Schenker Oy's pricing area valid at each time. This is available from the **DB SCHENKER | connect** service or from the contact person.

Basic transportation consists of the following:

- Pick-up of the shipment from the sender in local areas of the departure terminal.
- Delivery of the shipment to the recipient in local areas of the destination terminal.
- Transportation between pricing areas. With regard to domestic transportation, the price of the local area applies to transportation within a single pricing area.
- A metropolitan surcharge will be applied for international transports in certain metropolitan areas.

The price of remote area pick-up and/or special area delivery will be added to the price when the pick-up and/or delivery location of the shipment is located outside the local area.

A special area increment will be added to the price of transportation to Lapland, and the shipment will be forwarded via Oulu, Rovaniemi or Kemi. Shipments to the Åland Islands will be forwarded via Turku and a ferry fee will also be charged. The price is based on the distance of 870 km. The special area increment will be charged for transportation to the archipelago via the Åland Islands and Turku.

Service-specific schedules and delivery times

Up-to-date schedules and any location-specific exceptions can be found on our web pages. One working day will be added to the transport time in Kemi and Rovaniemi terminal areas regarding **DB SCHENKER | system** domestic shipments.

Delivery for **DB SCHENKER | system premium** service is faster by up to two weekdays and includes a money back guarantee. These shipments are priority in our terminal handling and we give them a binding schedule which is valid under normal conditions. If the promised schedule for **DB SCHENKER | system premium** can not be kept for reasons dependent on us, the freight payer can apply for a refund of the net freight without surcharges by making a claim if the freight has been charged. With regard to time-definite options for **DB SCHENKER | system premium**, the claim can be made for the refund of additional option charges if the time-definitive option has been charged.

Pick-up

We mainly pick up shipments on weekdays between 8 am and 4 pm. We will pick up shipments using selected vehicles and their standard equipment, unless otherwise agreed upon. The pick-up location must be manned at the agreed pick-up time. It is the shipper's duty to pack the shipment paying attention to the goods' properties as well as to normal pressure during transport. If the shipment is inadequately packed, the driver may refuse to take the shipment for carriage. In this case extra pick-up costs will be charged. We will load shipments from a location which is freely accessible by vehicle. Goods will be loaded from the immediate vicinity of the vehicle (at most 5 m) using a pallet jack and, if required, a tail lift. If any other equipment is required for loading, the sender will load the goods using its loading equipment. If the actual weight of the pallet is 800 kg or more, there may be limitations in transportation when picking-up with tail-lift. A package with actual weight of more than 30kg must always be packed on a pallet that can be handled by a forklift.

Delivery

We mainly deliver shipments on weekdays between 8 am and 4 pm. In certain countries distribution is carried out till 6 pm. You can order a delivery for a **DB SCHENKER | system premium** or a **DB SCHENKER | system** shipment with time-definite option on delivery date before 10:00 or 13:00. Shipments are delivered to the delivery address which has been indicated in the order and which is freely accessible by vehicle. Goods will be unloaded to the immediate vicinity of the vehicle (at most 5 m) using a pallet truck and, if required, a tail lift. If any other equipment is required for unloading, the recipient will unload the goods using its loading equipment. If the actual weight of the pallet is 800 kg or more, there may be limitations in transportation when delivering with tail-lift. Shipments are only handed over to the recipient indicated in the order.

Product-specific limitations

The following are not transported in the **DB SCHENKER | system** service:

- shipments which cannot be handled mechanically
- house removals
- unpacked shipments
- live animals
- burial urns
- class 1 explosives, apart from products marked with classification identifier 1.4S
- radioactive substances (class 7), apart from consumer products under UN numbers 2908-2911
- hazardous substances of classes 2,3, 4.1, 4.2, 4.3, 5.1, 5.2, 6.1, 6.2, 8 and 9 in containers or tanks
- transportation paid for by private persons
- products, the importing or exporting of which is prohibited in the departure, destination or transit country

For a separate agreement, we will transport:

- product requiring a precise transportation temperature, such as refrigerated and frozen products
- live plants
- weapons, works of art, valuables and securities
- alcohol, cigarettes and tobacco products
- medicines and their raw materials

We are not responsible for collecting the payment for the goods from the buyer (COD/CAD).

Dangerous goods

When transporting dangerous goods, the sender must comply with the laws, decrees and other regulations concerning the transportation of dangerous goods. When placing an order for the transportation of dangerous goods, the sender must report in good time before the transportation the ADR classes and UN numbers as a minimum, including their packaging groups and any precautions to be taken if required. The sender must enter markings of the type of goods in the waybill and provide the information and documents required for their transportation.

The sender is responsible for ensuring that the package used for the transportation of dangerous goods fulfils the requirements of the authorities and the legislation set for package markings. The sender and recipient must see to their statutory obligations on the transportation of dangerous goods.

The sender and recipient are responsible for ensuring that we, being the service provider, do not incur any losses for consequences caused by the transportation of dangerous goods if we have not known and cannot have reasonably understood that the goods being transported are hazardous.

We do not transport any weapons or class 1 explosives, apart from product marked with classification identifier 1.4S. As **direct** products, we transport class 1 products according to a separate agreement. We do not transport class 7 radioactive substances, apart from consumer products under UN numbers 2908-2911, or dangerous goods of classes 2, 3, 4.1, 4.2, 4.3, 5.1, 5.2, 6.1, 6.2, 8 and 9 in containers. Temperature-regulated transportation of dangerous goods is subject to a separate order. For temperature-regulated transportation, dangerous goods of classes 4.1 and 5.2 are transported under a separate agreement. For further information about region- and country-specific limitations in international traffic, please contact our sales contact people or visit our website.

Charges for dangerous goods are determined according to a separate valid price list valid at each time. A binding schedule for **DB SCHENKER | system premium** products will not be provided for shipments containing dangerous goods in international groupage transportation. Certain dangerous goods (IMO goods) are shipped mainly on weekends, in which case the indicative **DB SCHENKER | system** schedule is subject to changes.

Transportation of waste fractions

We only transport waste fractions as Direct Freight.