



# DB SCHENKER | system home – home deliveries in Finland and in Europe

The **DB SCHENKER | system home** service is particularly suitable for delivering home appliances, home technology and interior design products. The service covers the delivery time agreed with the recipient, a delivery notice and a delivery to the recipient's yard. The home delivery service is available for domestic transports as well as for import and export shipments.

The **DB SCHENKER | system home** products are easy to order via our online service. You may also order value added services for your domestic customer. You can print the required waybills and address labels for tracking your shipments. If required, you can send the tracking code for your customer's reference.

Our certified quality, environment and security policy and AEO F status from the Finnish Customs underline the reliability of our partnership.

## Need more information?

Call 010 520 06 or visit us online at  
[www.dbschenker.com/fi](http://www.dbschenker.com/fi)

**DB SCHENKER | system home services are provided according to current freight rates, service fees and the General Terms and Conditions.** The relevant information is available via our online service or your contact person. Below you will find an overview of the key features of the service.

#### Transportation order and value added services

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

Basic transport is delivered to the customer's yard. You may also supplement the home delivery service in Finland with the following value added services.

- delivery indoors (by one person)
- extra assistance service (by two persons, limited availability)
- removing the product from the packaging material and disposal of the packaging material
- recycling services

#### Pricing

Pricing is based on the transportation agreement, the selected service level and the tax weight.

#### Transport documents and address labels

The required transportation documents and address labels with SSCC barcodes are available on our online service. In order to ensure a smooth delivery, remember to indicate your customer's name, telephone number, address and any additional services ordered.

#### Pick-up

We pick up shipments on working days between 8 am and 4 pm. Any location-specific exceptions are indicated in **DB SCHENKER | system** schedules. The shipment should be loadable in the immediate vicinity of the vehicle with a tail lift, a pallet jack or the consignor's loading equipment.

#### Delivery

Shipments are delivered according to the advance notice with a transportation vehicle with a tail lift and a hand truck/pallet jack. The shipment is delivered according to the selected service level. Shipments are only handed over to the consignee indicated in the order.



#### All services under one roof

We provide comprehensive solutions from transportation to warehousing and value-added services.

#### Check-list for smooth transportation

1. Place your transportation order via online services.
2. Indicate your customer's name, telephone number, address and any value added services in the order carefully.
3. Pack your shipment so that it is suitable for mechanical handling
4. Attach an address label with an SSCC barcode to each package.
5. Inform your customer of the agreed service level.
6. Provide instructions to your customer regarding the delivery.

Track your shipment with our online service.