



DB SCHENKER | system home Technical service description

Size and properties of shipments

Intended for business to business customers, **DB SCHENKER | system home** is a home delivery service especially for home appliances, technical products and interior design products. The maximum size of a shipment to a single consignee is 7.5 m³ and weighs less than 2,500 kg. In addition, a maximum loading space of a shipment in a vehicle is 1.35 loading meter. Each package must be sufficiently packed taking into account the normal stress during transport and withstand mechanical handling. Read more about [consignment packaging](#). Shipment of several packages or with an actual weight of more than 30 kg must be packed and attached to the pallet. Larger batches in domestic transports are possible and subject to a separate agreement.

The maximum dimensions of an individual package are 2.4 m x 1.2 m x 2.2 m (length / width / height) and actual weight max. 1,000 kg (except ES, PT, FR, IT 800 kg)

Transportation order and documents

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 domestic transportation orders via online services until 1 pm on a desired pick-up date.

A basic transport is delivered to the customer's yard. In conjunction with your transportation order, you may supplement your transportation service with value added services. Always mark the recipient's contact information and telephone number in the transportation order.

Every package in your shipment needs to be furnished with address labels with SSCC barcodes. For domestic trans-

portation, a standard shipment-specific waybill is required. Read more in the separate attachments about [address labels](#) and [waybills](#).

Pricing and freighting principles

Prices are based on the selected service level, the transportation route and the tax weight of the shipment. 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 transportation. 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 online service for contractual customers or from the contact person.

Basic home transportation consists of the following:

- Pick-up of the shipment from the sender in local area of the departure terminal.
- Linehaul between pricing areas. In domestic transports, the price of the local area applies to transport within the same pricing area.
- The delivery time agreed with the recipient
- A delivery notice
- Delivery of the shipment to the recipient's yard.
- Terminal storage up to three days, after which the normal terminal storage surcharge will be applied.

When shipment's place of departure and/or destination is located outside the local area, the share of the price formed by remote area pick-up and/or special area distribution basic transport, will be added to the basic transport.

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.

A metropolitan surcharge will be applied to designated metropolitan areas in international transports.

- burial urns
- dangerous goods
- transportation paid for by private persons
- products, the importing or exporting of which is prohibited in the departure, destination or transit country
- 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

Service-specific schedules and delivery times

Up-to-date schedules and location-specific exceptions to pick-up and delivery dates can be found on our website. Compared to the normal system delivery schedule **DB SCHENKER | system home** has an average delivery time of one day longer in Finland and two days longer in international shipments. The final delivery date will be agreed with the consignee.

Pick-up

We mainly pick up shipments on weekdays between 8 am and 4 pm. Any location-specific exceptions are indicated in **DB SCHENKER | system** schedules. 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 stress 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.

Delivery

We deliver shipments to the recipient on weekdays mainly between 8 am and 4 pm. We will notify the consignee of the delivery schedule by text message or by telephone. For domestic shipments, we agree the distribution on a four hour time window with the consignee. The shipment will be delivered to the delivery address indicated in the order, which is freely accessible by vehicle. We will unload goods in the immediate vicinity of the vehicle (at most 5 m) using a tail lift and a hand truck/pallet jack. If any other equipment is required, 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 restrictions in tail lift deliveries. Shipments are only handed over to the consignee indicated in the order. The consignee must report any defects or damage upon the delivery.

Product limitations

The following goods are not transported:

- shipments that cannot be handled mechanically
- house removals
- unpacked shipments
- live animals