



DB SCHENKER | parcel

Shipments in the Nordic countries

Technical service description

Size and properties of shipments

DB SCHENKER | parcel is a business to business parcel service covering the Nordic countries. The shipment consists of a single package weighing up to 30 kg with a maximum length of 2 m. Multi-package shipments are not possible. The maximum volume of a shipment is 0,25 m³.

Transportation order and documents

Place your transportation order at **DB SCHENKER | connect** online service. At that same service, you will also receive address labels with SSCC barcodes for tracking, which are required for each package.

Place your transportation order no later than 12 noon on your desired pick-up date. You may supplement your transportation order with value added services which are available in a separate brochure.

Pricing and freight principles

Pricing is based on the transportation distance and chargeable weight of the shipment. In addition, the transport charge is subject to the fuel surcharge and taxes and charges in force at the time. The chargeable weight is based on a volumetric weight (1 m³= 280 kg) or the actual weight of the shipment. The higher of these two chargeable weights will be used.

Transportation charges

The transport charge is shipment-specific and it is based on the transport contract in force at the time.

Pick up

We pick up shipments on working days between 8 a.m. and 4 p.m. Any location-specific exceptions are indicated in **DB SCHENKER | parcel** 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. 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

Shipments are handed over to the recipient indicated in the order on weekdays within 1-3 days as a rule, depending on the destination country and delivery area. If the consignee is not available or the delivery cannot be completed on the agreed date, the shipment is returned to the terminal and a surcharge is placed for re-delivery.

Product-specific limitations

The following are not transported:

- dangerous goods (nor LQ)
- weapons, ammunition, valuables, securities and art
- alcohol, cigarettes and tobacco products
- live animals and live plants
- products requiring a precise transportation temperature, such as refrigerated and frozen products
- house removals
- waste fractions
- unpacked shipments
- burial urns
- products, the importing or exporting of which is prohibited in the departure, destination or transit country

Terms of transport

Shipments are ordered with delivery terms DDP or DAP. All shipments to or from Norway require customs clearance.