



DHL ECOMMERCE BENELUX

# ADDITIONAL TERMS & CONDITIONS

## 1. Delivery of parcel to neighbors

If the parcel cannot be delivered because the recipient is not at home, DHL can deliver the parcel to the neighbors. The recipient will receive a message about this in their mailbox. Upon delivery to the neighbors, the neighbors will be deemed to have received and accepted the parcel on behalf of the recipient.

## 2. Delivery of small parcel through mailbox

DHL can deliver 'small' format parcels through the recipient's mailbox, which means the recipient will be deemed to have received and accepted the parcel.

## 3. No refund in case of incorrect product choice (i.e. if small turns out to be regular)

If, when the parcel is delivered to a DHL ServicePoint or elsewhere, DHL establishes that the parcel and/or its contents do not meet DHL's requirements, the transport contract is null and void. The customer will then be liable to pay compensation to DHL, which is at least equal to the agreed freight rate, whereby DHL, without prejudice to its other rights, will not refund the carriage charge.

## 4. Order validity if parcel is to be sent from DHL ServicePoint to a home address or to another DHL ServicePoint

You can hand your parcel in at a DHL ServicePoint up to 30 days after entering the order. After this time, the order will cease to have effect. The carriage charge paid will not be refunded.

## 5. Delivery of parcels in an Agreed Place

Unless you have expressly agreed otherwise with DHL, DHL is entitled, through its tools or otherwise, to make arrangements with the recipient for eligible parcels to be left in a designated safe place that has been agreed between the recipient and DHL.