



The undersigned, Mr/Mrs _____, born in _____,
 on _____, address _____,
 town _____,

or

the company _____,
 with registered office in (town, postal code) _____,
 address _____,
 Tax code/VAT No. _____,
 e-mail _____,

while entrusting DHL with the shipment, guarantee/s that he/she/they know/s and accept/s DHL Conditions (being available at the DHL service Point or on website www.dhl.it) regulating the service.

Specifically, the undersigned acknowledges:

- 1 that he read DHL's provisions on acceptability of goods (including those setting restrictions on the acceptance of certain products – see attachment) and is aware that DHL only accepts to carry food that is not highly perishable;
- 2 that the product to be shipped does not fall in the category of refrigerated /highly perishable foods, that the destination of the same is not excluded by DHL and that he checked the approximate times of delivery on www.dhl.it website or with DHL Customer Service;
- 3 that he knows and accepts that food can be shipped only if adequately packaged, and that he therefore guarantees that, should the product need perfect insulation/protection, the same is shipped in an adequate primary and secondary package, further to the cautions taken in order to safeguard the product's properties;
- 4 that he expressly accepts that DHL can destroy the shipment, in case the shipped goods appear to be deteriorated for any reason whatsoever or in case the shipped goods were dropped off for shipment in breach of DHL's provisions on carriage of food or in case the shipment reaches its destination at a time different from the quoted delivery commitment;
- 5 that he knows and accepts that compensation to be paid by DHL in relation to any loss or damage, occurred in any way whatsoever, is limited (in any case) to: (i) USD 25/Kilogram, up to a maximum compensation of USD 100, for international shipments transported by air; (ii) USD 12/Kilogram, up to a maximum compensation of USD 100, for international shipments transported by road; (iii) Eur 1/Kilogram, up to a maximum compensation of Eur 30.00, for national shipments. Should the value of the goods be declared to DHL and stated in the transport documents, the same does not entitle the Client in any way whatsoever to make further claims to DHL;
- 6 that he knows and accepts that any compensation from/liability of DHL is expressly excluded in relation to: (i) indirect damages; (ii) damages arising from the typology of the goods that were shipped, from any possible defects of the same or from inadequate packaging or preparation of shipment; (iii) natural deterioration of the shipped products; (iv) damages related to fresh/refrigerated/perishable products;
- 7 that he is liable for the accuracy and the completeness of the information provided in the transport documents and that he guarantees that the shipments are packaged, labelled, described and classified according to their contents, are accompanied by the necessary documentation to make them suitable for carriage and meet the requirements set forth by the DHL Conditions and by the applicable Law provisions;
- 8 that he knows and accepts that DHL is not liable in any way whatsoever for checking the shipment's contents and destination; hence, any damage to any person/any object arising from the breach of DHL Conditions will be liability of the undersigned only.

Date _____

Signature _____



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Società con un unico socio,
 soggetta ad attività di direzione
 e coordinamento di
 DeutschePost AG
www.dhl.it

Capitale Sociale € 2.500.000,00
 R.E.A. Milano 0996661
 Trib. Milano 183902
 Cod. Fisc. e P. IVA 04209680158



Attachment

Acceptability of products and restrictions

1. Unacceptable products

DHL Express can not handle highly PERISHABLE FOOD, including:

- milk and milk-based beverages/creams
- ice-creams
- fresh cheese (e.g. mozzarella, stracchino)
- ricotta
- butter
- blood used for protein production
- fresh meat
- offal
- eggs
- fresh fish
- mollusks (e.g. oysters, clams)

2. Products acceptable with some restrictions

The following food products:

- ham and other kinds of cured pork products, both whole and in cuts
- semi-soft cheese
- gastronomic or filled pasta (e.g. ravioli)

can be accepted for domestic and intra-UE deliveries, with a maximum time of carriage of 72 hours (3 calendar days).