



DCS Terms and Conditions of Carriage

This is the current version as at the date of publication of this Guide. The latest version, which shall always be the applicable one for new shipments, may be found at www.defensecourierservice.com or obtained from a DCS Office.

1. Introduction

A. These terms and conditions (“terms”) set out the basis on which DCS will transport packages, documents and envelopes (“packages”) and palletised goods (“pallets”; pallets and packages are together “shipments”). These terms are supplemented by the current applicable DCS Service and Tariff Guide (“the Guide”). The Guide contains important details about the services of DCS which the shipper should read and which form part of the agreement between DCS and the shipper.

B. Depending on the country where the shipment is presented to DCS for carriage, the term “DCS” will mean and the shipper’s contract will be with whichever of the following companies is applicable. That company will also be the (first) carrier of the goods for the purposes of the Conventions referred to in paragraph C.

UK/U.S. – DCS Limited; Eire – Defense Courier Serviced; Istanbul – Defense Courier Serviced; Turkey – Defense Courier Serviced; Denmark – DCS Denmark A/S; Finland – Defense Courier Service Finland Oy; Norway – DCS of Norway, Inc.; Sweden – Defense Courier ServiceSweden AB, all of whom can be contacted c/o Avenue Ariane 5, 1200 Brussels, Belgium (although this shall not be taken in itself as conferring jurisdiction on any court).

C. Where carriage by air involves an ultimate destination or stop outside the country of origin the Warsaw Convention may apply. The Warsaw Convention governs and in most cases limits the liability of carriers in respect of loss of or damage or delay to cargo. (For the purpose of these terms the phrase “the Warsaw Convention” means (i) the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw on 12th October 1929 or (ii) that Convention as amended or supplemented by any protocol or supplementary convention or (iii) the Montreal Convention 1999,

whichever is applicable.) Notwithstanding any clause to the contrary, international carriage by road may be subject to the provisions of the Convention on the Contract for the International Carriage of Goods by Road signed at Geneva on 19th May 1956 (“the CMR Convention”).

D. A shipment may be carried via any intermediate stopping places that DCS deems appropriate. DCS may engage sub-contractors to perform services and contracts both on its own behalf and on behalf of its servants, agents and sub- contractors each of whom shall have the benefit of these terms.

E. In these terms, “Waybill” shall mean a single DCS waybill/consignment note or the entries recorded against the same date, address and service level on a collection record. All packages or pallets covered under a Waybill shall be considered a single shipment.

2. Scope of Service

Unless any special services are agreed, and subject to these terms, the service to be provided by DCS is limited to the collection, transportation, customs clearance where applicable, and delivery of the shipment. The shipper acknowledges that shipments will be consolidated with those of other shippers for transport and that DCS may not monitor the inbound and outbound movement of individual shipments at all handling centres.

DCS is not a common carrier and reserves the right in its absolute discretion to refuse carriage to any shipment tendered to it for transportation.

3. Conditions of Carriage

This section sets out various restrictions and conditions which apply to the carriage of shipments by DCS. It also explains what the consequences are of the shipper presenting shipments for carriage which do not meet these requirements.

3.1 Service Restrictions and Conditions

Shipments must comply with the restrictions in paragraphs (i) to (v) below.

(i) Packages must not weigh more than 70 kilograms (or 150 lbs) or exceed 270 centimeters (or 108 inches) in length or a total of 419 centimeters (or 165 inches) in length and girth combined. Pallets are subject to maximum size and weight limits that vary by origin and destination, and that are set out at www.defensecourierservice.com.

(ii) The value of any package may not exceed the local currency equivalent of USD 50,000. In addition the value of any jewelry or watches, other than costume jewelry or costume watches, in a package

shall not exceed the local currency equivalent of USD 500. The value of any pallet may not exceed the local currency equivalent of USD 100,000.

(iii) Shipments must not contain any of the prohibited articles listed in the Guide including (but not limited to) articles of unusual value (such as works of art, antiques, precious stones, stamps, unique items, gold or silver), money or negotiable instruments (such as cheques, bills of exchange, bonds, savings books, pre-paid credit cards, share certificates or other securities), firearms and dangerous goods

(iv) Shipments must not contain goods which might endanger human or animal life or any means of transportation, or which might otherwise taint or damage other goods being transported by DCS, or the carriage, export or import of which is prohibited by applicable law.

(v) Pallets must be palletized, stackable, able to be lifted by forklift, and shrink-wrapped or banded to a skid.

The shipper shall be responsible for the accuracy and completeness of the particulars inserted in the Waybill and for ensuring that all shipments set out adequate contact details for the shipper and receiver of the shipment and that they are so packed, marked and labelled, their contents so described and classified and are accompanied by such documentation as may (in each case) be necessary to make them suitable for transportation and to comply with the requirements of the Guide and applicable law. Unless a different service level is clearly selected on the Waybill or other applicable DCS shipping documentation, shipments will be carried under the Express (or Express Freight) service (where available to the selected destination) and all applicable charges will be calculated accordingly.

The shipper guarantees that all shipments presented for carriage under these terms comply with the restrictions in paragraphs (i) to (v) above and have been prepared in secure premises, by him (in the case of an individual shipper) or by reliable staff employed by him or (where different) by the party tendering the shipment to DCS and have been protected against unauthorised interference during their preparation, storage and transportation to DCS. DCS relies on this guarantee in accepting any shipment for carriage hereunder.

3.2 Perishable and temperature sensitive goods will be transported provided that the shipper accepts that this is at its risk. DCS does not provide special handling for such shipments.

3.3 Refusal and Suspension of Carriage

(i) If it comes to the attention of DCS that any shipment does not meet any of the above restrictions or conditions or that any COD amount stated on a COD Waybill exceeds the limits specified in paragraph 8, DCS may refuse to transport the relevant shipment (or any relevant part thereof) and, if carriage is in

progress, DCS may suspend carriage and hold the shipment (or any relevant part thereof) to the shipper's order.

(ii) DCS may also suspend carriage if it cannot effect delivery, if the receiver refuses to accept delivery, if it is unable to effect delivery because of an incorrect address (having used all reasonable means to find the correct address) or because the correct address is found to be in another country from that set out on the shipment or on the Waybill or if it cannot collect amounts due from the receiver on delivery.

(iii) Where DCS is entitled to suspend carriage of a shipment (or any relevant part thereof), it is also entitled to return it to the shipper at its own discretion.

3.4 The shipper must pay and indemnify DCS for any reasonable costs and expenses (including storage), incurred by DCS, any losses, taxes and customs duties DCS may incur and all claims made against DCS because (i) a shipment does not meet any of the restrictions, conditions or representations in paragraph 3.1 above (ii) of any refusal or suspension of carriage or return of a shipment (or part thereof) by DCS which is allowed by this paragraph 3., or (iii) of a failure by the shipper to comply with these terms. In the case of the return of a package or shipment (or part thereof), the shipper will also be responsible for paying all applicable charges calculated in accordance with the prevailing commercial rates of DCS.

3.5 If the shipper tenders to DCS a shipment which fails to comply with any of the restrictions or conditions in paragraph 3.1 above without DCS's express written consent, DCS will not meet any loss howsoever arising which the shipper may suffer in connection with the carriage by DCS of such shipment (regardless of whether that failure to comply has caused or contributed to the loss and notwithstanding any negligence on the part of DCS or its employees, contractors or representatives) and, if DCS does suspend carriage for a reason allowed by these terms, the shipper shall not be entitled to any refund on the carriage charges it has paid. DCS may bring a claim in respect of such noncompliance.

3.6 If, having suspended carriage of a shipment (or any relevant part thereof) in accordance with these provisions, DCS is unable within a reasonable time to obtain the shipper's instructions on its disposition or to identify the shipper or

any other person entitled to the goods (having if necessary opened the shipment), DCS shall be entitled to destroy or sell the shipment (or any relevant part thereof), at its absolute discretion. The proceeds of any such sale shall first be applied to any charges, costs or expenses (including interest) outstanding in respect of the shipment or otherwise from the shipper concerned. Any balance shall be held to the shipper's order.

3.7 Unless prohibited by law, DCS reserves the right, but is not obliged, to open and inspect or scan by means of x-ray any shipment tendered to it for transportation at any time.

4. Customs Clearance

When a shipment requires customs clearance, it is the shipper's obligation to provide, or to ensure that the receiver will provide, DCS with complete and accurate documentation for the purpose but DCS will, unless instructed otherwise, act on behalf, at the expense and at the risk of the shipper or receiver in obtaining customs clearance. Provided that, in the case of shipments whose points of dispatch and destination are both within the same customs area, DCS only performs customs clearance if instructed to do so. The shipper also agrees that DCS may be considered as being the receiver of the package or the shipment for the sole purpose of appointing a customs broker to carry out any customs clearance insofar as is allowed by law.

5. Payment

5.1 The rates for carriage and other services are set out in the Guide and, unless paid before shipment, all charges must be paid within 7 days of receipt of invoice or within such other period as the shipper may have agreed in writing with DCS. DCS may verify the actual and/or dimensional weight of shipments and, if greater than the declared weight, invoice on such basis. Unless proved otherwise, an invoice shall be considered for this purpose to have been received three business days following the date of invoice.

5.2 If a) DCS is required to pay any taxes, duties or levies on behalf of the shipper, receiver or a third party, b) the selected billing option indicates that the receiver or a third party should pay any charges, or (c) any taxes, duties, penalties, charges or expenses are imposed, rightly or wrongly by government authorities, or incurred by DCS due to any circumstances, including any failure by the shipper or the receiver to provide correct information and documentation or any permits or licences required in connection with carriage, the shipper shall be jointly and severally liable to DCS with the receiver and such third parties for such amounts. In each case where the selected billing option indicates payment is to be charged, at first, to the receiver or any third party, DCS will (without prejudice to the shipper's contractual liability for payment), first demand payment of the relevant amount from the receiver and/or, where applicable, the third party. If the amount in question is not immediately paid to DCS in full by any of the above parties, the amount will be payable by the shipper on first written demand. In any other cases, the shipper hereby undertakes to pay the mentioned amounts to DCS at first request. DCS shall not be obliged to separately file a claim against the receiver or any third party for payment. In case of doubt, the burden of proving that the amount has been paid lies on the shipper.

5.3 Any sum payable to DCS which is overdue will bear interest at a rate of 2% above the interbank

overnight lending rate applicable on the due date in the country where the package is presented to DCS for carriage from the due date to the date DCS receives payment whether before or after judgment. In addition, DCS reserves the right to charge a late payment administration fee up to a maximum of the local currency equivalent of 40 EUR per invoice.

5.4 If any sum is not paid by the shipper, receiver or some other party under these terms, DCS may hold any shipments it is carrying (or part thereof) until it receives payment in full or may sell them and use the proceeds to make good the debt to it in accordance with applicable local law. Any unpaid balance will remain payable.

5.5 DCS's rates for carriage set out in the Guide are calculated only for the carriage of shipments which do not exceed in value the amounts set out in paragraph 3.1(ii) (or other applicable value, if lower). In the event that DCS becomes aware that it has carried a shipment which, without DCS's express written consent, exceeds this value, then, in addition to the otherwise applicable rates and charges and any other remedies under these terms, an additional carriage charge equivalent to 5% of the value of the shipment in excess of the relevant amount set out in paragraph 3.1(ii) is applicable.

6. Interruption of Service

If DCS is unable to start or continue with carriage of the shipper's shipment for a reason beyond its control, DCS will not be in breach of its agreement with the shipper but will take all steps that are reasonably practicable in the circumstances to commence or continue the carriage. Examples of events beyond DCS's control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbance, acts of government or other authorities (including, without limitation, customs) and labour disputes or obligations affecting DCS or some other party.

7. Money Back Guarantee

For certain services and destinations, DCS offers a money back guarantee on the shipping charges. Details of its applicability, terms and conditions and of the corresponding delivery and latest pick up time for the relevant service and destination are as set out in the Guide and on the DCS website (www.defensecourierservice.com), each as current at the time the goods are accepted for carriage, and can also be confirmed by contacting the shipper's local DCS call centre. For the avoidance of doubt, the liability of DCS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.

8. Collect on Delivery (COD)

For certain destinations and services as advised by the local DCS call centre, DCS offers a COD service on payment of an additional charge as set out in the Guide. If the shipper makes use of this service, subject to the provisions set out below (including those

relating to currency conversion) DCS will collect on behalf of the shipper the COD amount stated on the Waybill. This service is not available for pallets.

COD amounts must be specified on the Waybill in either EUR or, if different, the currency of the country of destination. Where any of the COD amounts specified on the Waybill, collected from the receiver and/or paid to the shipper are in different currencies from each other, the conversion(s) will be made at such exchange rate(s) as DCS may reasonably determine.

DCS does not accept responsibility for any currency exchange risks.

8.1 Cash COD – Where DCS is instructed on the Waybill in accordance with applicable DCS guidelines to accept cash only, DCS will collect only cash, in the currency of the country of destination. Where cash is collected, the maximum amount collectible in that form on behalf of a shipper shall be the local currency equivalent of USD 5,000 per receiver per day. Notwithstanding the previous rule, the amount collectible in cash on behalf of a shipper from receivers located in the following countries for COD shipments may not exceed the respective amounts per receiver per day: Belgium: EUR 3.000; Spain: EUR 2.499; Greece: EUR 500; Portugal: EUR 1.000; Italy: EUR 999; France: EUR 750; Romania: RON 10,000 for individuals, RON 5,000 for legal entities; Sweden: SEK 3.000, Poland: 15.000 PLN . If the shipper specifies a COD amount that exceeds these limits, DCS will automatically be entitled to accept cheques for the whole or any part of that amount.

Further limitations may apply in certain countries from time to time; details of such limitations will be set out either in the Guides or at the DCS Website (www.defensecourierservice.com).

8.2 Cheque COD – If the Waybill does not clearly (and in accordance with applicable DCS guidelines) instruct DCS to accept only cash, DCS may accept payment either in cash (subject to the restrictions in paragraph 8.1) or by any kind

of cheque made out to the shipper that is recognised in the country of destination of the shipment. Where DCS accepts cheques the maximum amount collectible in any form shall not exceed the equivalent of USD 50,000 per package (or other applicable value, if lower). Where DCS is permitted to accept a cheque, it may collect a cheque denominated in either EUR or, if different, the local currency of the country of destination.

8.3 Payment of Collected COD Amounts – Where DCS collects cash, DCS will pay to the shipper an equivalent amount in the local currency of the country where the shipment was presented to DCS for transportation. DCS may make such payments of COD amounts by either wire transfer to any bank account notified to DCS by the shipper or issuing a cheque in favour of the shipper.

Any cheques in favour of the shipper, issued either by DCS as set out above or by the receiver and collected by DCS pursuant to paragraph 8.2, may either be forwarded to the shipper by regular mail at the shipper's risk or handed over to the shipper or to any other person appearing to have authority to accept the cheque on the shipper's behalf.

8.4 In the event of non-receipt by the shipper of COD amounts, the shipper must notify DCS in writing within 45 days of the date of delivery of the shipment concerned.

8.5 The shipper will indemnify DCS for all losses, expenses, and any claims made against DCS by the receiver or a third party, arising where DCS does not deliver a shipment because the receiver does not pay the COD amount in the appropriate form or refuses to accept the shipment.

8.6 The liability of DCS in respect of the amount to be collected shall not exceed either the applicable maximum amount collectible under these terms or the COD amount indicated on the Waybill, whichever is the lesser. Further, the COD amount shall not in any event exceed the value of the goods at their destination plus applicable carriage charges. For the avoidance of doubt, a COD amount does not constitute declaration of a value for the purpose of paragraph 9.4 or otherwise and therefore shall not affect the liability of DCS for any loss, damage or delay to the goods themselves.

DCS does not accept any responsibility for any dishonest or fraudulent acts on behalf of the receiver including, but not limited to, presenting a fraudulent cheque or one which is later dishonoured, or for cheques incorrectly completed by the receiver.

9. Liability

9.1 Where the Warsaw or CMR Conventions or any national laws implementing or adopting these conventions apply (for convenience referred to as Convention Rules) or where (and to the extent that) other mandatory national law applies, the liability of DCS is governed by and will be limited according to the applicable rules.

9.2 Where Convention Rules or other mandatory national laws do not apply, DCS will only be liable for failure to act with reasonable care and skill and its liability shall be exclusively governed by these terms and (save in the case of personal injury or death) limited to proven damages not exceeding the greater of either:

(a) GBP 60 per shipment in the case of goods presented in the UK to DCS for carriage (EUR 85 in Eire and Finland, DKK 635 in Denmark, NOK 655 in Norway, SEK 785 in Sweden); or (b) 8.33 Special Drawing Rights ("SDRs") per kilo of the goods affected, unless a higher value has been declared by the shipper under paragraph 9.4 below. An SDR is a unit of account adopted by the International Monetary Fund and its current value is regularly published in major financial newspapers. As at the date of publication of these terms 8.33 SDRs was equal to approximately GBP 8.

9.3 If the claimant (or any person from whom he derives his right to claim) has caused or contributed to any loss, damage or delay to a package or pallet, any liability DCS may incur in respect thereof (limited as above) may be reduced or extinguished in accordance with the law applicable to such contributory negligence.

9.4 Subject to the provisions of paragraph 9.5, the shipper may obtain the benefit of a greater limit of liability than DCS provides under paragraph 9.2 above or than may be provided by Convention Rules or other mandatory national law.

The shipper may do so by declaring a higher value on the Waybill and paying an additional charge as stated in the Guide. If the shipper declares a higher value for carriage and pays the applicable charge, then DCS's liability shall be limited to proven damages not exceeding the sum so declared. The value of the goods concerned shall not in any event exceed the limits specified in paragraph 3.1(ii).

9.5 Save where Convention Rules or other mandatory national laws require otherwise, DCS does not accept responsibility for purely economic losses, such as the costs of any alternative means of transport, loss of profits, loss of business opportunities or loss of revenue resulting from loss of use, arising from any loss of or damage or delay to a shipment (or part thereof), whether or not a value has been declared in respect of the relevant shipment under paragraph 9.4.

DCS shall not be liable for any damage to or loss of any packaging or pallet skids.

10. Delivery

DCS may deliver a shipment to the receiver or to any other person appearing to have authority to accept delivery of the shipment on the receiver's behalf (such as persons at the same premises as the receiver). If no such person is available the package may be left in the receiver's letterbox, if suitable, or delivered to the neighbour, unless the shipper has excluded such delivery options by using the applicable additional service. The receiver shall be informed of any alternate delivery arrangements (or redirection to a DCS Access Point®) by note left at their premises.

Notwithstanding the previous paragraph, and unless otherwise agreed with the shipper, DCS may apply any alternative delivery methods chosen by the receiver in accordance with the DCS My Choice® Service Terms or any other agreement between DCS and the receiver. Such alternative delivery methods include, without limitation, redirecting delivery of a package to an alternate address (including a DCS Access Point), authorizing the driver to leave a package at the receiver's premises, modifying a service selected by the shipper or, rescheduling delivery. The shipper also agrees the receiver may receive delivery information regarding a package. The shipper expressly waives any claim it may have against DCS arising from DCS following any such instructions provided by the receiver.

DCS may use an electronic device to obtain proof of delivery and the shipper agrees that it will not object to DCS relying on a printed copy of this as evidence merely on the grounds that the information concerned is obtained and stored in electronic form.

Save where Convention Rules or other mandatory national laws require otherwise, DCS accepts no responsibility in any circumstances to suspend carriage, redirect delivery (whether to a different receiver or address from that named on the Waybill) or return a shipment to its shipper and, in the event that it should attempt but fail to do so, shall have no liability for any losses thereby occasioned.

11. Data Protection

11.1 DCS has the right to process data provided by the shipper or receiver in connection with carriage by DCS, to transfer such data to other group companies and contractors of DCS, including in other countries which may not have the same level of data protection as the country where the shipment is presented to DCS, and to have it processed there if and to the extent the transfer and processing of the data in such countries is required for performing the agreed shipment services.

The shipper warrants that it (i) has obtained personal data the shipper provided to DCS for the shipment lawfully, (ii) is authorized to provide such data to DCS, including if and to the extent the transfer and processing of the data in such countries is required for performing the agreed shipment services, and (iii) has obtained informed and specific consent from such receiver that DCS may send email and other notifications related to the agreed shipment services to the receiver.

DCS uses the shipper's personal data provided by the shipper in accordance with the DCS Privacy Notice published on DCS's web site at https://defensecourierservice.com/global/terms&contidion/terms_carriage_glob.pdf

11.2 Furthermore, the shipper warrants that he has duly informed the receiver that DCS may use the receiver's personal data in accordance with the above linked DCS Privacy Notice in effect at the time of shipping with regard to uses other than those specified in subsection 11.1 above.

12. Claims Procedure – Prescription

All claims against DCS must be notified in writing as soon as reasonably practicable and in any event within 14 days of receipt in the case of damage (including partial loss of a shipment), in the case of delay within 21 days of the goods being placed at disposal of the person entitled to delivery and in the case of loss within 60 days of the goods being consigned with DCS for carriage. In addition, all claims against DCS in connection with any shipment shall be prescribed and barred by expiration of unless legal proceedings are brought and written notice of them is given to DCS within eight months after delivery of the goods concerned or, in the case of non-delivery, within eight months from the scheduled

date for delivery. This term shall not rights the shipper may have under Convention Rules or other mandatory national laws.

13. Entire Agreement & Severability

It is the intention of DCS that all the terms of the contract between it and the shipper are contained in this document and in the Guide. If the shipper wishes to rely on any variation to these terms, it must ensure that that is recorded in writing and signed by the shipper and on behalf of DCS before the shipment is accepted for carriage by DCS. If any part of these terms is not enforceable, this will not affect the enforceability of any other part.

14. Governing Law

These terms shall be governed by the laws of the country where the shipment is presented to DCS for carriage.