



COD Service Conditions*

All services provided by DHL Express are subject to DHL Terms and Conditions of Carriage and DHL Terms and Conditions of Service (Ground) as published at www.dhl-usa.com and as specifically detailed in the COD Service Conditions set forth below.

Limits of Liability

DHL's limit of liability is for the COD amount up to a maximum of \$100 per shipment (unless Shipment Value Protection is marked).

DHL collects the consignee's check, made payable to the shipper. DHL's sole responsibility is to obtain the check (in the form and amount designated, if any) and to exercise due care and diligence in forwarding it to the shipper.

When a cashier's check or money order is specified, DHL is obligated to accept only one of those forms of payment. If a company or personal check is accepted instead and the check is returned for insufficient funds, the maximum amount DHL is liable for is \$100 per shipment (unless Shipment Value Protection is marked). In such an instance, DHL shall first make an attempt to collect funds from the consignee to cover the loss.

For customers enrolled in ACH Direct Deposit, DHL collects the consignee's check, made payable to DHL. DHL will deposit the consignee check and transfer verified funds to the shipper using EFT (Electronic Funds Transfer). Payments shall not be credited to the shipper until DHL has good and collected funds. The shipper shall reimburse DHL for any returned, counterfeit, insufficient funds, or any other uncollected payments originally received by the shipper (which also includes any associated expenses on the aforementioned items).

Additional Service Conditions

- All COD shipments must be tendered on COD Waybill form 007 or automated means of tender. No alteration of the waybill's terms or conditions is allowed. COD for Ground shipments is authorized for automated means of tender only, not for shipments moving on manual Ground waybills.
- All transportation charges and COD service fees are paid by the shipper. Please visit www.dhl-usa.com for additional information on COD fee.
- The COD amount to be collected from the consignee must be entered in the "C.O.D." box on form 007 by the shipper. DHL is not liable for failing to collect a COD amount when it is not so entered by the shipper.

- The shipper may designate the acceptable form of payment by checking the appropriate box below the COD amount. If no box is checked, DHL accepts any of the forms of payment listed below. Cash is not accepted in payment of a COD.
 - Money order
 - Cashier's check
 - Company check
 - Personal check

Note: Certified checks are not acceptable in the place of a money order or cashier's checks.

- The declared value cannot exceed the COD amount and the limit of liability remains \$100 unless additional shipment value protection is requested and fee paid. Any applicable excess valuation charges are billed to the shipper.
- Each piece of a multiple-piece COD shipment must be legibly marked by the shipper with the letters "C.O.D." and the total amount of the COD next to the consignee's name and address.
- Credit is not extended on the amount of a COD, no privilege of examination or trial is given prior to the collection of a COD amount, and no part of any shipment is delivered to the consignee until the total amount of a COD is paid to DHL or its delivering agent.
- Any request to change a COD amount or redirect or return a COD shipment must be made by the shipper in writing to DHL. The shipper is responsible for all transportation charges associated with any redirection or return and is assessed a fee (in addition to the COD service fee) for a COD amount change.
- COD service is not available to any international destinations including St. Croix or St. Thomas, the Virgin Islands, or Canada.

*These Service Conditions may be suspended, revoked or modified at DHL's sole discretion without prior notice to you.