

## General Terms and Conditions including Consumer Information of General Logistics Systems Germany GmbH & Co. OHG

**GLS Germany-Straße 1-7  
36286 Neuenstein | Germany  
versand-service@glg-germany.com  
Phone +49 (0) 6677/ 646 90 70 40**

**- hereinafter referred to as "GLS" - for the online distribution of parcel delivery services via the website <https://www.gls-pakete.de> ("GLS-Pakete.de") and the GLS application ("GLS-Pakete App")**

### 1. Scope

- 1.1 These General Terms and Conditions (GTC) apply to all contracts with GLS for the national and international parcel dispatch concluded via GLS-Pakete.de or in the GLS-Pakete App. The sender can use GLS-Pakete.de or the GLS-Pakete App to create ready-to-send parcel labels and hand over the franked parcels for shipment at GLS ParcelShops in Germany.
- 1.2 As far as - in the following order - mandatory legal regulations, in particular in case of cross-border transports the Convention on the Contract for the International Carriage of Goods by Road (CMR) or the Montreal Convention, individual agreements or these GTC do not contain any deviating provisions, the provisions of §§ 407 et seq. German Commercial Code (HGB) on the freight contract shall apply. The application of the German Freight Forwarders' Standard Terms and Conditions (ADSp) is excluded. The inclusion of GTC of the sender is expressly contradicted. Tacit receipt of such GTC or tacit provision of services shall not be deemed as consent of GLS with the validity of the sender's GTC.

### 2. Contract conclusion, transportation fee

- 2.1 The presentations of the services at GLS-Pakete.de and in the GLS-Pakete App are non-binding and do not constitute a binding offer to conclude a contract by GLS. Only by clicking the "Buy now" button, the sender makes a legally binding offer to conclude a transport contract.

For this purpose, the sender first selects the required services by entering the necessary data, e.g. configuration of parcel labels. Via the "Save and go to shopping cart" button, the selected services are displayed in the "shopping cart" and can be corrected there at any time. Via the button "Go to checkout" and after selecting the desired payment method and after reference to the validity of these GTC including the consumer information as well as the revocation instructions for consumers and the regulation on data protection, the sender is provided with an overview of the essential features and the total price including all taxes and duties of the selected services immediately before submitting his order. The sender can check the information in the order overview again and correct it using the corresponding button or the "back" function of the browser. After submission of the binding offer by the sender via the aforementioned button, the payment process must be completed. GLS shall confirm receipt of the sender's order electronically without delay.

- 2.2 The transport contract shall only be concluded upon acceptance by GLS, which shall usually take place immediately after the order confirmation. GLS is entitled to refuse the acceptance of the contract without giving reasons. In the event of acceptance of the contract by GLS, the sender shall receive a confirmation of the contract by e-mail in which the content of the contract is reproduced. The parcel label ready for dispatch is attached to this e-mail both as a PDF file for independent printing and attachment to the parcel by the sender and as a QR code (mobile parcel label).
- 2.3 The text of the contract is not stored by GLS after conclusion of the contract and is not accessible to the sender. Before sending the order, the sender has the option to retrieving the contractual provisions including the GTC and saving them in reproducible form. In addition, the sender also receives these with the contract confirmation by e-mail. The conclusion of the contract is possible in German and English.
- 2.4 The price list published at the time of the order at GLS-Pakete.de or in the GLS-Pakete App shall apply. All prices are final prices including the applicable statutory value added tax.
- 2.5 The transport fee is to be paid non-cash in advance via the means of payment offered during the ordering process. The accepted means of payment are indicated at GLS-Pakete.de or in the GLS-Pakete App at the latest at the beginning of the order process.

### 3. Right of Revocation

- 3.1 If you conclude the contract as a consumer, you have the following right of revocation.

#### 3.2 Right of Revocation

**You have the right to revoke this contract within 14 days without giving any reason. The revocation period will expire after 14 days from the day of the conclusion of the contract.**

To exercise the right of revocation, you must inform us (General Logistics Systems Germany GmbH & Co. OHG, Debitorenbuchhaltung, GLS Germany-Str. 1-7, 36286 Neuenstein, phone:+49 (0) 66677/646 90 70 40, [versand-service@glg-germany.com](mailto:versand-service@glg-germany.com)) of your decision to revoke this contract by an unequivocal statement (e.g. a letter sent by post or an e-mail). You may use the revocation form available at [https://www.gls-pakete.de/downloads/GLS-Pakete\\_revocationform.pdf](https://www.gls-pakete.de/downloads/GLS-Pakete_revocationform.pdf) but it is not obligatory.

To meet the revocation deadline, it is sufficient for you to send your communication concerning your exercise of the right of revocation before the revocation period has expired.

#### 3.3 Consequences of Revocation

If you revoke this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to revoke this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

If you have requested that the services begin during the revocation period, you shall pay us an amount which is in proportion to what has been provided by us until you have communicated your revocation of this contract to us, in comparison to the full scope of services foreseen in the contract.

### 4. Scope of services

- 4.1 The ready-to-send parcel labels entitle the sender to use the transport services of GLS under the contract terms including these GTC. GLS collects the parcels from a GLS ParcelShop, transport the parcels to the destination and deliver them to the consignee in accordance with Section 5 of these GTC. The delivery of the parcels is carried out on working days, except Saturdays, free to the consignee's address within estimated delivery times, which can be viewed at <https://www.gls-pakete.de/en/glossary/standard-delivery-times>. However, compliance with estimated delivery times is not part of the contract and is neither assured nor guaranteed. Delivery times are not agreed.

- 4.2 GLS carries out parcel transportation as a bulk parcel service provider. An economical and fast transportation is achieved by standardised operations. The handover of parcels at a GLS ParcelShop is documented with the receipts provided by GLS. The parcels are transported as consolidated shipment and sorted within the depots and reloading points with automatic conveyers. Impacts on parcels associated with this type of transport cannot be excluded, such as typical vibrations, centrifugal forces and impacts resulting from reloading. The transports are not temperature-controlled. The parcels may therefore also be subject to temperature fluctuations and the effects of heat and cold, depending on the respective outside temperatures. The parcels are scanned when received at the outbound depot, when running through a reloading point, when received at the inbound depot, at the transfer to the delivery driver as well as upon delivery to the consignee, whereby date and time are registered. Further interface documentation is not carried out. GLS is entitled to use subcontractors to provide the services.

- 4.3 GLS is not obliged to conduct examinations or to execute measures for the conservation or improvement of the goods and its packing.

- 4.4 Instructions issued by the sender after handing over of parcels need not be complied with. §§ 418 par. 1 to 5 and 419 HGB shall not apply.

- 4.5 Performance hindrances which are not attributable to GLS, shall release GLS from the obligations for the duration of its time, the fulfilment of which has become impossible due to them.

### 5. Delivery

- 5.1 GLS carries out a maximum of two delivery attempts.

- 5.2 Delivery can be made to commercial consignees at the goods receiving point. The delivery to P.O. boxes or similar special addresses is excluded.

- 5.3 **In the interest of a parcel delivery as fast as possible, parcels may, if the consignee is not met in person at the first delivery attempt, be handed over to a person present in the flat or shop of the consignee or, if this should not be possible, to a neighbour of the consignee, if with respect to the specific circumstances it is to be assumed that such person is entitled to accept the parcel.** Neighbour shall be defined as a person who lives or works in the same or nearest building. **If this should not be possible, parcels can be deposited at a nearby GLS ParcelShop for collection by the consignee. The consignee will be immediately informed in detail by means of physical or electronic notification (notification card or e-mail) to the designated receiving facility (letterbox or electronic mailbox) where he can pick up his parcel.**

- 5.4 GLS usually uses electronic devices (especially smartphones) to prove delivery. A confirmation of receipt is generated and archived together with the name of the consignee and his digitized signature. The reproduction of the digital confirmation of receipt or the printout of the electronically stored document serves as proof of delivery. However, GLS can also prove delivery in another suitable way.

- 5.5 GLS shall be entitled to drop off parcels at a location designated by the consignee if the consignee has permitted GLS to do so in advance (drop-off permit). GLS shall immediately inform the consignee about the provision of the parcel at the drop-off location and the time of the drop-off by means of a notification card or e-mail to the designated receiving facility (letterbox or electronic mailbox).

- 5.6 Within the scope of the service "delivery to consignee's address", GLS shall give the consignee the opportunity to determine the place and time of delivery by means of selectable delivery options (e.g. delivery to a GLS ParcelShop, collection from a GLS depot, delivery on another day). If the consignee makes use of this option, the right to issue instructions is transferred to the consignee in deviation from § 418 (2) sentence 2 HGB. GLS carries out a maximum of two delivery attempts in accordance with the delivery option selected by the consignee and considering Sections 5.2 to 5.5.

5.7 If parcels cannot be delivered in accordance with Sections 5.1 to 5.6 to the consignee or to any other person in Section 5.3 or stored at a GLS ParcelShop within the retention period specified in the notification and also cannot be returned to the sender because he can still not be determined or he refuses to take back the parcel, GLS shall be entitled to exploit the parcels after a 90-day period. The period begins at the time undeliverability is ascertained. Parcels which cannot be exploited may be destroyed by GLS.

## 6. Transportation exclusions (prohibited goods)

The goods and parcels listed below shall be excluded from transportation by GLS:

- 6.1
- Parcels whose value exceeds € 5,000.00,
  - all parcels with a total value of more than € 25,000.00 handed over by a sender to GLS on one day for delivery to the same consignee,
  - goods which are insufficiently packed,
  - goods which require special handling (because they are e.g. particularly fragile or have to be transported upright or only lying on a certain side),
  - goods that require special protection during transport against heat, cold, temperature fluctuations, air humidity or shocks (especially against spoilage, drying out, leakage, melting),
  - remains, blood reserves, organs, live animals,
  - prescription drugs and drugs which must be transported separately from other goods (e.g. from tyres, hazardous goods), vaccines, insulin and narcotics,
  - precious metals and stones, jewellery and genuine pearls, objects of art, collector's items, antiques,
  - other goods of value (e.g. watches) with a value of more than € 500.00 per parcel,
  - keys, key cards and transponders,
  - documents that must be transmitted to meet or within a deadline (e.g. tender documents, notices of termination, documents subject to deadlines),
  - phone cards, SIM cards and prepaid cards (e.g. for mobile phones),
  - money and documents of monetary value (e.g. stamps, securities, acceptance bills, savings books),
  - firearms and essential weapon parts according to § 1 of the German Weapon Law as well as ammunition,
  - hazardous goods of all kinds,
  - substances or objects intended for disposal by way of recycling or disposal (e.g. empty toner cartridges, rechargeable batteries or batteries, old electrical equipment, waste),
  - parcels whose content, external quality, dispatch or storage violates a legal or public authority prohibition including applicable export or import regulations; these include parcels whose content violates legal provisions on the protection of intellectual property including forged or unlicensed copies of goods (counterfeiting),
  - goods or parcels the sending of which are prohibited under all applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Sanctions laws include all laws, regulations and orders imposing sanctions (including trade restrictions and economic sanctions) on countries, individuals or entities, including without limitation those imposed by the United Nations, the European Union and the member states of the European Union,
  - parcels with the franking "freight collect",
  - parcels with one of the following destinations:
    - outside the EU: all countries (customs destinations), except Monaco,
    - within the EU: Andorra, Ceuta, Gibraltar, Greece, Livigno, Malta, Melilla, San Marino, Cyprus, the city of Büsingen am Hochrhein (postcode D-78266), overseas territories and all European islands except German islands, Croatian islands and Ireland.

6.2 Furthermore, parcels shall be excluded from transportation which have a weight of more than 40 kg, a combined length and girth of more than 3 m (2 x height + 2 x width + 1 x longest side), a length of more than 2 m, a height of more than 0.6 m or a width of more than 0.8 m.

6.3 Additionally excluded shall be

6.3.1 from transportation abroad:

- tobacco products and liquors,
- personal effects,
- tyres, if Sweden is the destination country.

6.3.2 from airfreight:

- prohibited articles according to the regulation (EC) No 300/2008 of 11th March 2008 and its implementing rules as amended from time to time.

6.4 In the event of violations of Section 6.2, GLS shall nevertheless be entitled to continue the transport and to demand a lump-sum reimbursement of expenses in the amount of €60.00 from the sender. The sender is expressly permitted to prove that no such expenses were incurred at all or that they were significantly lower than the lump sum. GLS reserves the right to prove higher expenses.

6.5 Individual labels or marks affixed to a parcel indicating a condition referred to in Sections 6.1 to 6.3 (e.g. "caution glass" or "bottom/top") shall not be deemed to be constitute knowledge on the part of GLS, in particular with regard to the type of carriage described in Section 4. Consent to carriage given by a subcontractor and its vicarious agents or tacit acceptance of a parcel shall not constitute consent by GLS to carriage contrary to a transport exclusion.

## 7. Obligations of the sender

7.1 As part of the ordering process, the sender shall provide all data completely and correctly and ensure that the hardware and software required for the use of the created parcel label is available in working order.

7.2 The sender shall affix only the one parcel label ready for shipment, clearly visible, undamaged and unchanged on the largest side of the respective parcel. Other parcel labels must be removed. If the mobile parcel label is used, the printing and attachment of the parcel label will be carried out by the GLS ParcelShop.

7.3 The sender is obliged to comply with the transport exclusions in accordance with Sections 6.1 to 6.3 and must carry out appropriate checks before handing over the parcels to GLS.

7.4 The sender is responsible for providing the shipped goods with inner and outer packaging considering the nature of the goods to be shipped and the type of carriage agreed. The goods must be packed in such a way that they themselves are protected against loss and damage and that no damage can occur to the persons carrying out the transport and to other transported parcels. In particular, the packaging must ensure that it is not possible to access the parcels contents without leaving clear traces on the outer packaging. The GLS guideline for occasional senders (<https://www.gls-pakete.de/en/glossary/downloads>) is designed to assist the sender. GLS accepts only

closed parcels.

7.5 If the sender fails to comply with its obligations under this Section 7 or uses the services in breach of the contract, GLS may, at its reasonable discretion, take any measures necessary to remedy the situation in breach of the contract, in particular to avoid hazards (e.g. unloading, storage, return, making the parcel available for collection by the sender, blocking the sender's access to GLS's online services via GLS-Pakete.de and the GLS-Pakete App). Use in breach of the contract is to be assumed in particular if the parcel data specified on the parcel and as indicated during the ordering process does not match the parcel actually handed over for shipment (e.g. incorrect parcel dimensions, size classes). Parcel labels must not be altered, imitated or used more than once. The resale of parcel labels is prohibited.

7.6 In case of transports to other EU countries, the sender is responsible for fulfilling the obligations to provide evidence in connection with the VAT exemption for intracommunity deliveries.

## 8. Liability

8.1 GLS shall be liable for any damage resulting from the loss of or physical damage to the goods occurring between the time the goods are taken over and their delivery or from exceeding the delivery time (if owed) as follows:

8.1.1 In case of transport within Germany in accordance with the provisions of the HGB.

8.1.2 In case of international carriage by road in accordance with the provisions of the CMR.

8.2 If the sender has not taken out transport insurance, GLS reimburses, in excess of the liability limits set forth in Sections 8.1.1 and 8.1.2, for loss of or damage to the goods, the value of the goods shipped, limited to the amount of

- the purchase price of the sender or
- in the case of used goods, the current market value, or
- in the case of goods shipped on the occasion of an auction, the auction price, depending on which amount is the lowest in the individual case, but up to a maximum of € 750.00 per parcel.

Any deductible agreed between the sender and its insurer shall only lead to the applicability of this Sections 8.2 if this has been agreed between GLS and the sender.

8.3 GLS shall not be liable for consequential damages and costs such as purely economic losses, loss of profit, loss of sales or expenses of substitute performance.

8.4 The aforesaid limitations of liability in Sections 8.1 to 8.3 shall not apply if the damage is attributable to an act or omission committed by GLS or a person referred to in § 428 of the HGB intentionally or recklessly and with the knowledge that damage would probably result.

8.5 In the case of international carriage by air in application of the Montreal Convention, liability shall be limited by Article 22 of the Montreal Convention irrespective of the provisions of Sections 8.1 to 8.4. Art. 25 Montreal Convention shall not apply.

8.6 The liability of the sender, in particular according to § 414 HGB as well as for damages and expenses incurred by GLS or third parties due to the violation of transport exclusions, remains unaffected; if the sender is a consumer in the meaning of § 13 German Civil Code (BGB), liability presupposes fault.

## 9. Severability / Jurisdiction

9.1 If any provision of these GTC should be invalid or non-enforceable, this shall not affect the validity and enforceability of the remaining provisions.

9.2 The exclusive venue for litigation with traders, public corporations or special funds under public law shall be Bad Hersfeld/Hessen.

## 10. Alternative dispute resolution

### Information on online dispute resolution for consumers

The EU commission has set up an online platform for the online-resolution of disputes ("ODR-platform"). This platform serves as a contact point for extrajudicial resolutions of disputes concerning contractual obligations, arising from online sales or services agreements. Customers can reach the ODR-platform under the following link: <http://ec.europa.eu/consumers/odr>, e-mail address [GLS:versand-service@glS-germany.com](mailto:GLS:versand-service@glS-germany.com).

### General obligation to provide information under Section 36 of the German Act on Alternative Dispute Resolution in Consumer Matters (VSBG)

Senders who contractually make use of postal services of GLS under generally accessible conditions with regard to prices and services (e.g. via GLS ParcelShops, GLS-Pakete.de and GLS-Pakete App) and their consignees, may call upon the regulatory authority as conciliation body for the settlement of disputes with GLS concerning rights and obligations in the event of loss, theft or damage to postal items or the infringement of their own rights to which they are entitled on the basis of a statutory ordinance under Section 18 of the German Postal Act, if dispute settlement with GLS has previously been unsuccessful. If a consumer calls the conciliation body, GLS is obliged to take part in the dispute resolution procedure. Beyond that, GLS does not take part in dispute resolution procedures before a consumer conciliation body.

### Competent consumer conciliation body:

**Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post und Eisenbahnen**  
Schlichtungsstelle Post  
Tulpenfeld 4  
53113 Bonn  
Internet: [www.bundesnetzagentur.de](http://www.bundesnetzagentur.de)

To the extent participation is mandatory, GLS will take part in a dispute resolution procedure before this consumer conciliation body.

Status: September 2023