







# DHL eCOMMERCE SOLUTIONS

## LIMITED QUANTITY POLICY

DHL eCommerce Solutions only accepts dangerous goods classified as Limited Quantity when shipped via our Domestic “Ground” service and to Canada via Parcel Direct (PLT) ground destinations only. Please see the Canada Parcel Direct (PLT) Limited Quantity Excluded Zip Code List for a complete list of excluded Canadian zip codes. Customers must undergo a special account approval process prior to tendering Limited Quantity items to DHL eCommerce Solutions. Only customers that have been **APPROVED** by DHL eCommerce Solutions to ship Limited Quantity have the ability to do so via **DOMESTIC U.S. GROUND SERVICE AND PARCEL DIRECT TO CANADA GROUND DESTINATIONS ONLY**.

Please see the below chart for the full list of Hazard Classes and specific divisions accepted through the DHL eCommerce Solutions network.

### ACCEPTED GOODS

	DOT Hazards Classes	Divisions Allowed*	Service Level
	<b>Class 2: Gases</b> Examples: Certain aerosol sprays, CO <sub>2</sub> gas cartridges	<b>2.1 Flammable Gases</b> <b>2.2 Nonflammable Gases<sup>3</sup></b>	Ground Only
	<b>Class 3: Flammable and Combustible Liquids</b> Examples: Liquids with a flashpoint between 20 and 200 degrees Fahrenheit, including some alcohols and perfumes	<b>3 Flammable Liquids</b>	Ground Only
	<b>Class 5: Oxidizing Substances, Organic Peroxides</b> Examples: Certain creams, peroxides, certain cleaning products	<b>5.1 Oxidizing Substances, Organic Peroxides</b>	Ground Only
	<b>Class 9: Miscellaneous Hazardous Materials</b> Examples: Cell phone and laptop batteries	<b>DHL eCommerce Solutions limits Class 9 and only allows Lithium Metal/Ion Batteries<sup>2</sup></b>	Ground & Expedited <sup>1</sup>

<sup>1</sup> Lithium Metal/Ion Battery shipments that are considered “Contained In” may be shipped via DHL eCommerce Solutions’ Expedited and Expedited Max networks.

<sup>2</sup> All Lithium Battery shipments must comply with DHL eCommerce Solutions’ Battery Shipping Policy.

<sup>3</sup> Lighters containing fuel are not allowed in the DHL eCommerce Solutions network.

**\*Applicable conditions:**

1. Please contact your DHL eCommerce Solutions Sales or Customer Support Representative to initiate the Limited Quantity account approval process.
2. Once approved, customers will be responsible for using the appropriate packaging according to the hazard class and applying any associated markings/warnings labels.
3. All items tendered to DHL eCommerce Solutions must qualify for Limited Quantity Surface transportation under USPS Publication 52 and DMM 601.10.
4. Please note that the Limited Quantity program is limited to Domestic surface transportation (Ground service) and to Canada via Parcel Direct (PLT) ground destinations only.
5. Customers must complete applicable dangerous goods training prior to offering shipments to DHL eCommerce Solutions.
6. Failure to comply with DHL eCommerce Solutions’ dangerous goods requirements could result in severe penalties and termination of shipping rights.

For any questions, please contact your Sales or Customer Support Representative.

To safeguard shipments, customers sending Limited Quantity classified items prior to approval, incorrectly declaring goods, tendering prohibited items or tendering such goods to ship via our Expedited or Expedited Max service, are subject to suspension or termination from shipping with DHL eCommerce Solutions. DHL eCommerce Solutions reserves the right to inspect and open packages that are suspected to contain dangerous goods. DHL eCommerce Solutions will adhere to the following schedule if such issues arise:

- **First Offense:** Shippers will sign a letter acknowledging the offense and will be responsible for creating an action plan (e.g. employee training, standard operating procedures, enhanced per-shipment inspections & checklists, etc.) to address how future offenses will be avoided. Shipments will be randomly screened until DHL eCommerce Solutions is satisfied that the corrective actions are effective. Shipper may be immediately suspended or terminated from shipping with DHL eCommerce Solutions, with no liability on the part of DHL eCommerce Solutions and no breach of contract on the part of DHL eCommerce Solutions as it relates to termination.
- **Second Offense:** Shippers will be required to modify the action plan to assure compliance with this policy. Shippers will be required to provide proof of employee training and the corrective actions that have been implemented. Shipments will be screened randomly until DHL eCommerce Solutions is satisfied that the corrective actions are effective. Shipper may be immediately suspended or terminated from shipping with DHL eCommerce Solutions, with no liability on the part of DHL eCommerce Solutions and no breach of contract on the part of DHL eCommerce Solutions as it relates to termination.
- **Subsequent Violations:** Shipper may be immediately suspended or terminated from shipping with DHL eCommerce Solutions with no liability on the part of DHL eCommerce Solutions and no breach of contract on the part of DHL eCommerce Solutions as it relates to termination.

The waiver or failure of DHL eCommerce Solutions to exercise in any respect any right or remedy provided for in this Policy shall not be deemed a waiver of any such right or remedy right hereunder.

Shippers could be subject to penalties from the DOT. A person who knowingly violates the hazardous materials regulations may be assessed a civil penalty of not more than \$75,000 for each violation, except the maximum civil penalty is \$175,000 if the violation results in death, serious illness or severe injury to any person or substantial destruction of property.<sup>1</sup>

In each instance where a package(s) is discovered by DHL eCommerce Solutions to be undeclared, non-compliant or shipped without prior authorization, the package(s) will be held and the shipper will need to arrange for the package(s) to be picked up or properly disposed. Additionally, the shipper will be responsible for all associated costs. Please note that DHL eCommerce Solutions will not ship or return non-compliant or damaged shipments back to the shipper.

For Domestic Shipments: All items tendered to DHL eCommerce Solutions must classify for Limited Quantity exceptions under USPS Publication 52 and DMM 601.10. Additionally, the transportation regulations for U.S. domestic movement; Title 49 of the Code of Federal Regulations (CFR) identifies the requirements for shipping hazardous materials. Section 171.1 of 49 CFR outlines the applicability of Hazardous Materials Regulations (HMR) to persons and functions. For Canadian shipments: all items tendered must qualify for the Limited Quantity shipment provisions in the Transport of Dangerous Goods Regulations (TDGR) Section 1.17 and any applicable Canada Post provisions.

As noted above, customers who ship articles or substances in violation of these regulations may be in breach of federal law and may be subject to penalties. The shipper accepts responsibility for any such violation. DHL eCommerce Solutions will have no liability whatsoever for any delay or damage due to non-compliance with any of the above terms by the shipper.

<sup>1</sup> Civil penalties are periodically increased by the DOT but may not be reflected in this document.