



Service Agreement ILS - DHL

This is to acknowledge **International Logistics Solutions**, (“ILS-DHL”) an Authorized DHL Reseller has been approved by _____ “Customer” as one of its service provider for International small parcel and express delivery service needs for shipments weighing less than 500 lbs. (Per Unit). ILS - DHL will provide Customer with a customized pricing and customer care service program that takes into account the specific needs of the Customer to include the following Services:

- Preferred pricing for shipping volume.
- Customized, clear and accurate billing solutions.
- Customized shipment tendering options including automated shipment tendering and scheduling of pickups.
- Enhanced customer service provided by a specialized ILS- DHL team member. Personalized, first name customer care.
- All our pricing is based on express shipping including door to door services, customs clearance and the superior international tracking system.
- Although this is an Express Service, it is not a “Guaranteed” Express Service, hence, customer is liable for payment of total charges, even in case of any delays in delivery

ILS- DHL provides services available to Customer. Customer agrees to tender their International Express Shipments where it is beneficial in accordance with the applicable DHL terms and conditions, including; but not limited to shipping hazardous materials. Customer agrees to the payment terms and conditions of International Logistics Solutions. Customer hereby confirms to ILS- DHL that Customer’s expected weekly Express Shipments are as follows:

Total International Express Shipments per month in the range of:

Pricing	Starting	Ending	Select
Tier-1	0	\$ 2,499.99	
Tier-2	\$3,000.00	\$ 7,999.99	
Tier-3	\$ 8,000.00	+	

In consideration for Customer shipping Express shipments in accordance with the above Shipping Profile, ILS - DHL agrees to provide Customer with the Preferred Pricing for Express International Shipments as stated above in accordance to the Commitment Term below, and for as long as Customer continues to meet the Shipping Profile. ILS – DHL pricing is volume-based and therefore flexible.

Commitment Term

ILS - DHL and Customer agree the term of this Agreement commences on, and shall remain in effect until either party terminates this agreement. The agreement is subject to the provisions of the Customer Satisfaction Guarantee below.

Customer Satisfaction Guarantee

ILS - DHL is committed to customer satisfaction. Customer may notify ILS –DHL at the address set forth below for service- related concerns and allow ILS - DHL 10 business days to correct the concern to the Customer’s reasonable satisfaction. If ILS - DHL cannot correct the concern to Customer’s reasonable satisfaction within 10 business days, ILS - DHL and Customer shall release each other from all future obligations under this Agreement. However, in order to be released from all of its obligations under this Agreement, past or present, Customer’s account with ILS - DHL must be paid in full, or otherwise in good standing.

ILS - DHL reserves the right to terminate this Agreement at any time, or change the terms of this Agreement as needed with at least 30 days written notice of such termination or change(s) to the Customer.

By signing below, Customer acknowledges that this Agreement is between Customer and the ILS - DHL.

Customer also acknowledges that in the event information is misrepresented in this Agreement the Customer may lose the incentives described.

Shipping Consultant
International Logistics Solutions- DHL
 P. O. Box 667660, Miami, FL 33166
 Main Line: (877) 428-5520

InternationalLogisticsSolutions.com
 Email: CustomerCare@INTLLS.com

Company Name: _____ **Date:** _____

Customer signature: _____

Print Name and Title: _____

Customer Address/City/ST/Zip: _____

Phone number: _____

Email: _____



Disputes/Claims for Lost or Damaged Items

As per DHL Policy, all claims for damaged/lost packages must be filed within 30 days from the date of pickup in order to be valid. Claims/Disputes will not be accepted if submitted after 30 days from pickup date. If a claim or dispute needs to be filed, please contact our Customer Care department immediately at customercare@intl.com to obtain the correct forms and begin the claim/dispute process.

I understand the DHL Policy for Claims/Disputes and will abide by the 30 day timeline in the event I need to file one.

Name

Signature

Date



Billing Authorization

International Logistics Solutions policy requires that a credit / debit card be on file for all customers until credit is approved. Please complete the information below to initiate the credit approval process.

Card Type:		
<input type="checkbox"/>	Visa	
<input type="checkbox"/>	Mastercard	
<input type="checkbox"/>	Amex	
Card Number	Exp. Date	CID
Name on Card		
Billing Address		
City	State	Zip
Company Name		
Phone	FAX	

Please include a front and back copy of your credit card along with valid ID for the cardholder.

Once a company analysis considering credit history, account size, and shipping frequency has been performed, payment options will be determined. Possible payment options are listed below:

- Automatic credit / debit card billing on the day that the invoice is due
- Payment by check prior to the invoice due date
- Deposit of three (3) times the estimated monthly expenditure

We provide 15 day credit terms. If your invoice is not paid in full, on or prior to the due date on the invoice, your card on file will be charged for the outstanding balance of that invoice.

Any invoice, excluding open disputes, not paid within 45 days will incur a 1.5% per month (18% annually) interest charge. On accounts sent to a collection agency or to an attorney for non-payment, any and all fees incurred with the collection process will be the ILS customer's responsibility.

I understand and accept the terms of this agreement:

Signature

Title

Date

Thank you for your business.

International Logistics Solutions
Customer Care - Finance Division
P. O. Box 667660, Miami, FL 33166
Office: (877) 428-5520
Email: CustomerCare@INTLLS.com

***Please fax this form to 1-877-652-6811 or email to CustomerCare@INTLLS.com.**



Key Takeaways

ILS-DHL takes pride in alleviating some of the pains international shipping causes. In order to make sure we are meeting your needs, we ask that you fill out the below Customer Profile Form in order to help us understand your needs.

Do you currently import, export, or both? _____

Expected Number of Export Shipments with ILS-DHL per month? _____

Expected Number of Import Shipments with ILS-DHL per month? _____

Are there any "seasonal shifts" in the number of shipments you can expect us to handle?

Percentage of Small Parcel International Business ILS-DHL will be handling?

Current Vendors used for International Shipments? _____

Shipping Contact Name: _____

Accounts Payable Contact Name: _____

Our Customer Care Team will be reviewing the below questions in a 30,60,90 day review via the telephone. Please acknowledge your understanding of this below.

Signature _____

Date _____