



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: (305) 883-0634

InternationalLogisticsSolutions.com
Email: CustomerCare@INTLLS.com

Company Name: _____ **Date:** _____

Customer Signature: _____

Print Name and Title: _____

Customer Address/City/ST/Zip: _____

Customer Phone number: _____

Email: _____