

Frequently asked questions (FAQ) about the updated GTC nox DE for business customers as of



Question	Answer
Why were the GTC updated?	The GTC were updated on 01.04.2025 in order to remove outdated and duplicate regulations and to standardize legal requirements and internal contracts. This applies in particular to the adaptation to the German Freight Forwarders' Standard Terms and Conditions (ADSp 2017). In addition, terms have been defined more clearly and structural improvements have been made.
What specific changes are there?	The liability regulations remain unchanged. Definitions have been clarified, e.g. distinction between principal, consignor and sender. The labelling obligation in accordance with the Postal Modernization Law (PostModG) has been included. The complaint period for DayExpress has been extended and differentiated from that of NightExpress. The chargeable weight is now more clearly differentiated from the actual or volume weight. All fees previously listed in the GTC have been removed and a clear list on the company website has been provided instead.
Do the changes affect existing contracts?	No, the basic contractual cooperation remains unchanged. The amendments primarily concern the clarification and structuring of existing regulations.
Where can I find the current overview of additional charges?	The current overview of ancillary fees and surcharges is available on our homepage under the link Overview of prices and services nox Germany GmbH .
What role does the ADSp 2017 play in the new GTC?	The ADSp 2017 forms the basis of the GTC. In earlier versions, some of these provisions were formulated again in the GTC, which has now been corrected to avoid duplication.
What impact do the new regulations have on services?	The GTCs now only contain service details for NightExpress. Individual agreements will be made for other products.
Where can I view the new GTC?	The new GTC come into force on 01.04.2025 and can be viewed on our homepage at https://www.nox-nachtexpress.de/en/gtc . If you have any further questions, please contact our customer service on +49 (0) 4224 920 000.