

As of 01.10.2025

Value added services		
Reusable Boxes	nox offers environmentally friendly reusable boxes in various sizes for shipping in Germany.	on request
PickPoint	In cooperation with PickPoint AG, nox offers alternative delivery options at pick-up and delivery stations throughout Germany.	on request
Proof of Delivery	For a proof of delivery nox charges a fee.	from €12.80 per proof
Dangerous Goods	Shipping dangerous goods is only possible after coordination with your sales manager.	from €35.00* (amount can differ for countries other than Germany)
Indices		
Logistics-Index	Details are available under https://www.nox.eu/de/de/Logistikindex/	Index*
Energy Surcharge	Details are available under https://www.nox.eu/de/de/energiezuschlag	Index*
Seasonal surcharge	For the months of October to March, nox charges a separately stated surcharge.	€1.00 per barcode/collo
Liability		
Supplementary Insurance	For consignments, which are important and valuable, an additional insurance can be covered. Please note the special conditions for international transport.	on request
ITLL - increased transport limited liability	A separate surcharge for the increased transport limited liability (ITLL) will be imposed. To issue the waiver, please use the form at https://www.nox.eu/de/en/kundenbereich/nox-downloads/	€0.95*
Operational deviations		
empty run	If no consignments are ready for collection after notification of the consignment, the customer shall bear the costs for this empty run.	Actual costs of the empty run at least €25.00
Island Service	Delivery of consignments to the North Sea islands and the Baltic islands no delivery time guarantee; does not apply to Bisingen	€1.60 per kg, minimum of €18.00*
Handling	If a special transport (special journey) has to be ordered for the transportation of a package exceeding the GTC dimensions/weight, the client is obliged, at the request of nox, to provide confirmation that the special journey costs will be borne. nox is entitled to charge these special journey costs.	€30.00** if necessary additional special trip costs plus lump sum for expenses (30%, min. 30€)
Missing weight labeling	If the marking according to § 73 (requirements for parcels with increased weight) PostG is missing, the marking will be attached to the package by nox.	€4.60**
Contract fulfillment		
Reweighting	Lump sum for expenses according to point 2 (5) nox GTC	€40.00**
Data quality		
Incorrect/missing data transmission	Consignment data not submitted electronically. The complete and correct data must be transmitted before the consignment is accepted.	€2.00 per barcode/collo
Long-term incorrect/missing data transmission	If the complete and correct data is still not available within 3 days a additional fee will be charged per working day until final clarification.	€150.00 flat rate per day
Manual data acquisition	a) Manual entry of the shipment data based on the transmitted loading list b) Manual entry of shipment data without a transmitted loading list c) Manual entry is not possible due to the amount of shipment data	a) €1.00 per barcode/collo b) €2.00 per barcode/collo c) Flat-rate calculation based on comparison days, plus 5% of the turnover of the comparison days
Payment Processing		
reminder fee	In the case of a reminder nox will charge a fee.	€5.00 per reminder
financing charges	Finance charges are deductible upon payment of the invoice within 8 days. If you grant nox a direct debit authorization, this item is omitted from the invoice. Please use the form at https://www.nox.eu/de/en/kundenbereich/nox-downloads/	6% on the invoice amount
postage & paper	If you agree with nox to receive your invoices electronically, this fee will not be charged. Please use the form at https://www.nox.eu/de/en/kundenbereich/nox-downloads/	€5.00 per invoice
Invoice rewriting fee	If a new invoice must be issued due to inaccurate details provided in the shipping order or owing to the recipient's refusal to pay for a consignment marked <i>Carriage Forward</i> , a charge will be imposed.	€17.80 per new issue
Invoice attachment	If addition of transport orders / documents to the invoice is desired by the client an charge will be imposed.	€1.00 per attachment

* Surcharge is per consignment plus transport costs and VAT.

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