

Adjustment to the Guidelines for DropShipment 3.2

Tags <Phone> and <EMail> required for shipments to non-EU countries and special customs areas

The tags <Phone> and <EMail> within <ShippingAddress> must be specified when shipping to non-EU countries and special customs areas from 1 November 2025 onwards.

This change is based on the updated terms and conditions of our shipping service providers. Orders without this information can no longer be processed and you will receive an error message by email.

<ShippingAddress> (required, non-repeatable)

The following attributes and values must/can be included:

- <AddressLine1> eg. Company name (required, free text, max. 40 characters)
- <AddressLine2> eg. Full name (optional, free text, max. 40 characters)
- <AddressLine3> Additional address field (optional, free text, max. 40 characters)
- <AddressLine4> Additional address field (optional, free text, max. 40 characters)
- <Phone> Phone number of the recipient (optional, free text, max. 15 characters) *, for deliveries to non-EU countries and special customs territories: **required**
- <EMail> E-mail address of the recipient (optional, max. 30 characters) *, for deliveries to non-EU countries and special customs territories: **required**
- <Street> Street and house number (required, free text, max. 30 characters)
- <ZIP> Postcode (required, free text, max. 10 characters)
- <City> City (required, max. 30 characters)
- <State> Federal state of county (required in the USA and Ireland, two-digit according to ISO 3166)
- <Country> Country code, two-digit according to ISO 3166 (required)

* If you give us the phone number or e-mail-address of the recipient, we forward this information to the shipping provider, who can use the information to inform the recipient about the status of the shipment and then delete the data. You need to ensure that the recipient agrees to this data processing. If you do not wish us to do this or you do not have the recipient's consent, please do not include the phone number or e-mail-address in your order. Shipments to non-EU countries or special customs areas are then not possible. For countries within the EU, shipping is still possible in most cases. However, this cannot be guaranteed for all combinations of shipping providers and destinations.