

# DHL Express

## Global Services, Surcharges & Features

### OPTIONAL SERVICES

Name	Description	Price Mechanism	Charge (Eur)
SATURDAY DELIVERY	We offer Saturday delivery services to key cities in more than 70 Countries. To check availability, please contact our Customer Service team.	Rate per shipment	€ 40
SATURDAY PICKUP	At shipper's request, the pickup of a shipment up to 300 kg and pieces up to 30 kg on a Saturday, at selected postal code areas that have the operational capability, in countries where Saturday is not a normal working day.	Rate per shipment	Not available
DEDICATED DELIVERY	At shipper's request, an immediate or non-routine, once-only delivery of a shipment within a normal working day that involves a specific vehicle such as tail lift truck or more than one courier. This definition can include a direct delivery from the Gateway through a dedicated courier. A receiver can request this service when booking an import shipment.	Rate per shipment	€ 40
DEDICATED PICKUP	If your business needs a dedicated vehicle to collect unusual shipments or a pickup outside normal business hours, we can arrange this for you.	Rate per shipment	€ 40
DUTIES TAXES PAID	DHL Express can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever the shipper requests that duties, taxes or other regulatory fees be paid outside of the destination country.	Rate per shipment	18
IMPORTER OF RECORD	This service allows the shipper to send a dutiable shipment to the receiver, with the duties and taxes invoiced to a third party at destination acting as the nominated Importer of Record (IOR). The customs invoice must indicate the importer's billing details in addition to the receiver's shipping address.	Rate per shipment	18

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Name	Description	Price Mechanism	Charge (Eur)
NEUTRAL DELIVERY	This service allows for the delivery of non-document shipments, without any value of the product being shared or exposed to the receiver, since the commercial invoice is removed prior to delivery.	Rate per shipment	5
CHANGE OF BILLING	At the account holder's request, a change in billing can be applied by crediting one invoice and then re-invoicing the same amount to an account number other than the one marked on the waybill.	Rate per invoice	30
GOGREEN CLIMATE NEUTRAL	This service is for customers who need a reliable method to calculate their annual carbon emissions at a shipment level and subsequently offset these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the United Nations. DHL can also provide reports for either a high level estimate or a detailed carbon footprint. Please contact Customer Service or your Sales Representative to learn more.	Rate per kg with minimum	€ 0.10 per shipment or € 0.10 per kilo, if higher
PACKAGING	We offer a range of high-quality DHL-branded packaging items. One-off flyers, envelopes and smaller boxes are free of charge. Larger boxes and tubes can be ordered through Customer Services and will be provided by the courier at time of pickup, a charge applies.	Rate per piece/ item	3
SHIPMENT INSURANCE	We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss.	Rate per shipment	€ 10 or 1% of stated shipment value if higher
RESIDENTIAL ADDRESS	Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website.	Rate per shipment	3

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Name	Description	Price Mechanism	Charge (Eur)
EXTENDED LIABILITY	If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend the DHL standard liability with this service. It provides coverage and compensation in the case of loss or damage.	Rate per shipment	4
SHIPMENT PREPARATION	This is a convenient, fast and reliable service for seasonal or irregular shipments that require extra resources for their preparation. DHL manages the entire process of waybill preparation, content selection, labelling and packaging, then sends the shipments to the designated domestic or international business addresses.	Rate per shipment	Not available
DIRECT SIGNATURE	If you are sending sensitive documents or high value contents you can request DHL to obtain a direct signature from the consignee or a representative at the delivery address. DHL will ensure your shipment is not re-directed, or delivered at an alternative address.	Rate per shipment	5
DELIVERY SIGNATURE	At shipper's request, the return of a hard copy delivery note with the receiver's signature and/or company stamp, as proof of delivery. The request for a hard copy Proof of Delivery is booked and managed by Customer Service. In selected markets DHL Express offers an electronic copy of the receiver's signature to verify proof of delivery. The service is available online and free of charge.	Rate per shipment	5
VERBAL DELIVERY NOTIFICATION	At shipper's request, a proactive notification message given verbally by phone informing the shipper that their shipment has been delivered at destination.	Rate per shipment	Not available
PROACTIVE TRACKING	At shipper's request, a proactive notification message given verbally by phone updating the customer on selected key transport events or incidents with a potential impact on transit time.	Rate per shipment	Not available

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### SURCHARGES

Name	Description	Price Mechanism	Charge (EUR)
FUEL SURCHARGE	The variable percentage surcharge derived from a publically available jet fuel index each month that is applied to the weight charge of each shipment, and positioned to the Customer as a globally standard independent price adjustment. All regions maintain a floating fuel surcharge available from regionally standard indices. The fuel surcharge for Day Definite products will be based on the most suitable national measure of diesel prices.	Pls refer to DHL website for the prevailing Fuel Surcharge.	% on transportation and additional charges
ELEVATED RISK	A surcharge is applied when shipping to a destination country, DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism. Destination countries affected: Afghanistan, Iraq, Libya, Mali, Niger, Sudan, Syria and Yemen.	Rate per shipment	20
RESTRICTED DESTINATION	A surcharge applies when shipping to a destination country that is subject to trade restrictions imposed by the UN Security Council. Countries in scope: Central African Republic, Democratic Republic of Congo, Iran, Iraq, North Korea, Libya, Somalia, Syria, and Yemen.	Rate per shipment	30
EXPORTER VALIDATION	A surcharge applies when shipping to a destination country that is subject to trade restrictions imposed by the European Union. Countries in scope: Afghanistan, Belarus, Lebanon, Myanmar, and Zimbabwe.	Rate per shipment	30
OVERSIZE/ OVERWEIGHT PIECE	A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70 kg or a single dimension in excess of 120cm. The surcharge applies to international shipments.	Rate per piece/item	80
NON STACKABLE PALLET	This fixed surcharge is applied to every pallet within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging. This surcharge applies to international shipments.	Rate per piece/item	150
REMOTE AREA DELIVERY	A surcharge is applied per shipment when the delivery destination location is remote. Remote is defined as distant islands and highlands, a postal code, suburb or town that is difficult, inaccessible or infrequently served.	Rate per kg with minimum	International: € 20 per shipment or € 0.45 per kilo, if higher Domestic: Not charged
REMOTE AREA PICKUP	A surcharge is applied per shipment when the pickup location is remote and the transport charges are being billed to the account holder at destination or in a third country. Remote is defined as islands and highlands; or a post code/zip code that is difficult to serve; or a suburb/town that is distant, inaccessible or infrequently served.	Rate per kg with minimum	€ 20 per shipment or € 0.45 per kilo, if higher

### SURCHARGES

Name	Description	Price Mechanism	Charge (EUR)
LITHIUM BATTERIES, SECTION II	A surcharge may apply per shipment when the handling and transportation of shipments involves Lithium Ion or Lithium Metal batteries compliant with the appropriate IATA Packing Instructions 965 to 970, Section II. DHL Express will not accept any shipment containing lithium batteries that are known or suspected of being defective or damaged.	Rate per shipment	Lithium Ion PI965: 80 Lithium Ion PI966: 5 Lithium Metal PI969: 5 Lithium Ion PI967: Not charged Lithium Metal PI970: Not charged
EXCEPTED QUANTITIES	This fixed surcharge is applied per shipment when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	Rate per piece/item	5
DRY ICE UN1845	A service charge will be applied for the handling and transportation of Dry Ice UN1845, which is used as a freezing agent for non-dangerous goods.	Rate per piece/item	10
DANGEROUS GOODS	Under some circumstances, DHL can carry acceptable quantities of dangerous goods or hazardous materials. Packages containing dangerous goods or hazardous materials will be assessed a service charge. Additional charges may also apply.	Rate per shipment	80
FULL DANGEROUS GOODS	Lithium Ion, Section II PI965-CAO	Rate per shipment	80
LIMITED QUANTITIES	A surcharge is applied per shipment when the handling and transportation of DDI shipments involves substances and commodities that are in Limited Quantities (LQ) in compliance with ADR regulations and which are restricted from air transportation.	Rate per shipment	20
CONSUMER GOODS ID800	A surcharge is applied for shipments containing consumer goods such as perfumes, aftershaves, aerosols, nail varnish and prescription medicines as covered by the IATA ID8000 section and packed in a form intended for retail sale and shipped to private individuals (B2C). Such contents are accepted from approved Shippers only.	Rate per shipment	20
ADDRESS CORRECTION	This fixed surcharge is applied to any shipment that has an incorrect delivery address at the time of pickup and the delivery cannot be fulfilled after making efforts at the destination to determine the correct address. This surcharge applies to domestic and international shipments.	Rate per shipment	Int'l & Dom: € 10

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## SURCHARGES

## CUSTOMS SERVICES

Name	Description	Price Mechanism	Charge (EUR)
PRINTED INVOICE	This service is for customers who require a paper invoice where e-billing is the agreed standard. This service provides flexibility for a different invoicing method than what is already agreed.	Rate per piece/item	3
SHIPMENT INTERCEPT	At Customer's request, an order change for re-routing the shipment after it has been picked-up and is already in transit after leaving the origin Service Centre.	Rate per shipment	10
PREMIUM 9:00	Premium delivery up to 9:00 next working day. Only for selected destinations.	Rate per shipment	25
PREMIUM 10:30	Premium delivery up to 10:30 next working day. Only for selected destinations.	Rate per shipment	10
PREMIUM 12:00	Premium delivery up to 12:00 next working day. Only for selected destinations.	Rate per shipment	5
DATA ENTRY	This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills. Electronic shipping documentation incurs no additional charges.	Rate per shipment	5

Name	Description	Price Mechanism	Charge (EUR)
BONDED TRANSIT	A bonded shipment occurs when DHL is requested to move non-document foreign-origin goods to a location other than the regular DHL gateway at destination. Bonded Transit is normally operated within a country or customs union, and is necessary prior to final clearance by the importer or designated broker. Bonded Transit applies to both export and import shipments whenever DHL is required to open, manage or report any form of transfer under bond using our own guarantee.	Rate per item	25
PHYSICAL INTERVENTION	At times, arrangements are necessary over and above the standard presenting of a shipment to Customs for physical inspection. Charges apply for example for the full or part unloading of a vehicle, the specific marking of prototypes, the mutilation of samples, and the examination of parts.	Rate per shipment	20
TEMPORARY IMPORT/EXPORT	When requested by the shipper or importer, DHL prepares the merchandise or goods for their temporary export and later import. Raw or semi-finished materials can be imported into a Customs' approved Export Processing Zone or Free Trade Zone for value adding activities, providing the finished goods are subsequently exported.	Rate per item	40
CLEREANCE AUTHORIZATION	When the Importer of the shipment has specifically requested contact before the customs clearance process begins, DHL will intercept the shipment and contact the Importer for clearance authorization or further instructions. This often helps to ensure that all clearance paperwork is complete and correct.	Rate per shipment	10
OTHER GOVERNMENT AGENCY	At importers request, DHL may arrange and prepare related paperwork for any bio, health, phytosanitary, veterinary, quarantine, CITES or similar control procedures required by a regulatory authority, to facilitate the clearance of a shipment into a country or Customs Union. The agency charges will subsequently be invoiced to the importer.	Rate per shipment	30
RELEASE TO BROKER	At shipper or importer request, the release of a DHL Express shipment to the customers designated customs broker of choice. DHL will transfer the responsibility for a shipment and related customs documentation to the customer's nominated broker for clearance and last mile delivery.	Rate per shipment	50
BROKER NOTIFICATION	At the customer's request, DHL will provide the necessary paperwork to the customer's designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed. DHL is subsequently not responsible for the timeliness of the submission to customs or for the release of the shipment.	Rate per shipment	10



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Name	Description	Price Mechanism	Charge (EUR)
BONDED STORAGE	Storage charges apply when the shipment cannot be released by customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.	Per shipment, per day after 3 calendar days	€ 5 per shipment per day and € 0.10 per kg per day
FORMAL CLEARANCE	Applied in selected countries when importing goods with an aggregated declaration value or weight exceeding the limits set by destination Customs Authorities, or due to other regulatory requirements are excluded from routine clearance procedures.	Rate per shipment	20
PERMITS & LICENCES	To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser CD players, cosmetics, eyeglasses, food and food products, DHL is required to file specific information in order to obtain the required import permits or licenses. The charge applies to the duty and taxes payer.	Rate per shipment	20
MULTILINE ENTRY	A service charge will be assessed for multiline item entries with more than five lines. An example would be – one shipment with multiple products or multiple invoices. All products require identification and must be classified under separate harmonized tariff numbers.	Rate per line item	5
CLEARANCE DATA MODIFICATION	A surcharge applies in case the customs declared value of a shipment requires modification either before or during the customs clearance process.	Rate per shipment	50
PREFERENTIAL ORIGIN	DHL can assist with the preparation or provision of a Certificate of Origin or other similar forms, to certify the goods in a particular export shipment have been produced, manufactured or processed in a particular country allowing preferential rates of duty to be claimed at destination. Common examples are EUR.1, Form A, or A.TR.	Rate per shipment	10
EXPORT DECLARATION	Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Depending on origin country, shippers that submit a declaration online may avoid the local charge.	Rate per shipment	20

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Name	Description	Price Mechanism	Charge (EUR)
ADVANCE PAYMENT	The service covers any import of a non-document shipment for which DHL has paid or used its customs credit line advancing customs duties, taxes or regulatory charges on behalf of those importers with whom DHL has no contract. The charge is based on the credit advanced or guaranteed and is subject to a standard minimum.	Rate per shipment	€ 20 or 2% of the advanced amount, if higher
DISBURSEMENTS	At the receiver's request, DHL credit or cash is used to fund the clearance, duty and tax charges relating to a shipment or piece, instead of the receiver using their own bond or credit line. The customs process is accelerated, with DHL making prompt payment of relevant charges while the receiver defers payment until an agreed date.	Rate per shipment	€ 13.5 or 2% of the advanced amount, if higher
POST CLEARANCE MODIFICATION	DHL can modify the value, commodity, country of manufacture, or terms of trade information after the import clearance process for goods, to correct or elaborate on what was submitted previously to Customs. Modifications are also necessary when import details such as the VAT number are incorrect on the declaration.	Rate per shipment	50

Valid from  
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