

# DHL EXPRESS

## GUIDE FOR CORRECT CONTENT DESCRIPTIONS

In order to comply with globally applicable regulations, DHL Express is obliged to check whether the contents of a shipment may be imported into the respective destination country. If you follow these simple two tips when creating a shipment, you can avoid delays in transit time and the possible return of your urgent Express shipment.

### 1 Choose the right type of shipment: commodities/goods or document shipment?

The assignment of whether your Express shipment is a goods or document shipment depends on both the shipment content and the destination country. You make this selection during shipment creation and it appears later on the shipping label.

Example: You want to send business cards. Under U.S. customs law, business cards are treated as documents and are therefore duty-free. In Saudi Arabia, however, they are not considered documents and must be declared to customs. A document shipment must therefore be posted to the USA, while the same content is considered a goods shipment to Saudi Arabia.

**TIP**

You can find these information here: [dct.dhl.com](http://dct.dhl.com)

Simply select the destination country, click on the "Customs info" button and view the desired information under "dutiable" and "duty-free".

### 2 Make sure that the description is correct, complete and in English.

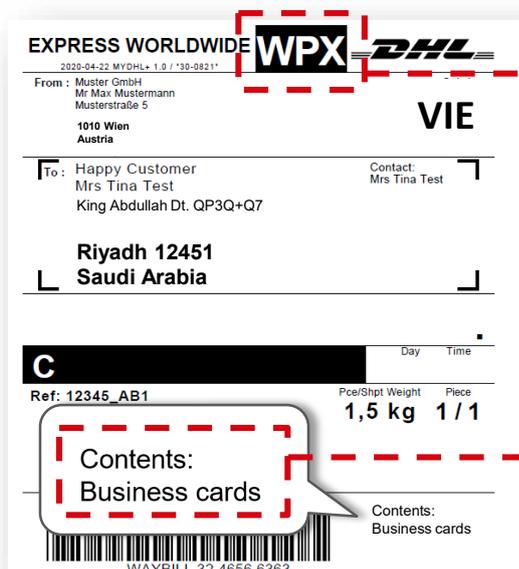
In order for customs in the destination country to clear your shipment, the contents of the shipment must match the description on the shipping label and be as specific as possible.

Example: You want to ship machine parts. In this case, please specify precisely and in English what type of machine parts are being shipped. Instead of the imprecise generic term "spare parts", you should specify the contents of the consignment, e.g. "pumps", "seals" or "engines".

**TIP**

On the following pages you will find a list of practical examples:

It is important to describe the content of the shipment as precisely as possible, rather than using generic terms. You will find examples for some goods in this list.



1

Choosing the right type of shipment

2

Provide a correct content description



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## EXAMPLES FOR CONTENT DESCRIPTIONS

### OVERVIEW

<b>Insufficient description</b>	<b>Examples and explanations for detailed content descriptions</b>
Agricultural products	Oranges, Fish, Rice, Bread
Aid consignments	Blankets, Medication
Apparel	Men´s shirt, Cotton T-shirts, Girl´s vest, Boy´s jacket
Appliances	Electrical stove, microwave oven, coffee machines
Auto parts	Automobile brakes, windshield for automobiles
Caps	Plastic caps
Chemicals	Name of the chemical (not a brand name)
Cleaning products	Alcohol, Detergents (composition)
Consolidated	Detailed description of the contents
Didactic articles	Pencils, smart boards, books
Electronics	Personal Computer, LCD televisions, CD players etc.
Equipment	Oil well equipment, paper cutting equipment
Foodstuffs	Biscuits, Sacher Cake, canned meat
General Cargo	Detailed description of the contents
Gifts	Dolls, Remote control cars
Household goods	Plates, dishes, tableware
Industrial products	Dishwasher, measuring tools, electrical engines
Iron and steel	Iron pipes, steel pipes, iron building material, steel building mat.
Leather articles	Saddles, leather handbags, leather jackets, leather boots
Machine parts	Pumps, seals, engines
Machinery	Metal working machinery, sewing machines, printing machines
Oil	Mineral oil, Plant oil
Ore	Iron ore, copper ore
Part/Model Number (e.g. R1 2T.45.X)	Specific descriptor: bumper, bicycle frame, metal screw



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## EXAMPLES FOR CONTENT DESCRIPTIONS

### OVERVIEW

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<b>Insufficient description</b>	<b>Examples and explanations for detailed content descriptions</b>
Parts	Detailed description of the contents (s. Machine Parts)
Pipes	Plastic pipes, steel pipes, copper pipes
Plants	Tulips, Roses, Willow Tree
Plastic goods	Plastic kitchenware, plastic houseware
Polyurethane	Polyurethane threads, polyurethane medical gloves
Propellant	see Chemicals
Rubber Articles	Rubber Hoses, Rubber Conveyor Belts
Rod	Welding Rod, Fuel rod, Copper rod
Samples	Sample of T-shirt, 100% cotton
Sanitary goods	Towels, buckets, tooth brushes
Scrap	Plastic scrap, foam scrap, iron scrap
Spare parts	Detailed description of the contents (s. Machine Parts)
Textiles	Linen fabric, T-shirt 100% cotton
Tools	Hand tools, electric tools
Toys	see Gifts
Vehicles	Bicycles, scooter, skateboards
Wires	Iron wire, copper wire, steel barbwire
Wooden articles	Wooden furniture, wooden kitchen utensils
WPX (DHL product codes)	Detailed description of the contents, no DHL product codes

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