

DHL Express Services and Surcharges

Optional Services

Name	Description	Price Mechanism	Price *
Saturday Delivery	The delivery of a shipment/piece on a Saturday, to selected postal/zip code areas that have the capability, in countries where Saturday is not a normal working day.	Per shipment	30.00
Duties & Taxes Paid	The administration and invoicing of destination duties and taxes to the Shipper, third party or to an entity in a third country, to ensure such inbound duties and taxes are not paid for by the Receiver. 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.	Per shipment	15.00
Importer of Record	A change to customer's billing records by crediting one invoice and the re-invoicing of the same amount to a different account number than the one marked on the waybill.	Per shipment	18.00
Change of Billing	A 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. The Address Correction surcharge applies to international shipments.	Per shipment	30.00
Address Correction	A proactive notification message given to the Shipper via phone confirming that the shipment/piece has been delivered at destination. Helpful for those who frequently travel or with little time in the day. The same information is available reactively through www.dhl.com and online eCom tools.	Per shipment	10.00
Delivery Notification	A series of proactive notification messages given to the Shipper via phone or electronic means informing of key shipment/piece events or incidents after pickup, and with a confirmation of final delivery. The same information is available reactively through www.dhl.com and online eCom tools.	Per shipment	5.00
Proactive Tracking	Box 2 (1kg) Box 3 (2kg) Box 4 (5kg) Tube 3 (2kg) Tube 4 (5kg) Box 5 (10kg)	Per shipment	5.00
Packaging - free of charge	Box 6 (15kg) Box 7 (20kg) Box 8 (25kg) Laptop box (with foam insert)	Per item	Free of charge
Packaging	Extended DHL's standard liability as defined in our Terms and Conditions of carriage, when shipping/receiving valuable documents that are costly to recover in case of loss or damage.	Per shipment	3.00
Extended Liability	At shipper's request, an immediate or non-routine, once-only pickup of a shipment within a normal working day or a holiday that may involve a specific vehicle such as tail lift truck or more than one courier. Fuel Surcharge applies.	Rate per kg with minimum	4.00
Dedicated Pickup	At customer's request, an immediate or non-routine, once-only delivery of a shipment within a normal working day or a holiday that involves a specific vehicle such as tail lift truck or more than one courier. Fuel Surcharge applies.	Rate per kg with minimum	Minimum 20,00 EUR or 0,45 EUR/kilo if higher
Dedicated Delivery			

Surcharges

Name	Description	Price Mechanism	Price*
Fuel Surcharge	The variable charge derived from publically available jet or diesel fuel indices that is applied to the weight charge and applicable surcharges. The charge is calibrated every month based on the fuel price level that was current two months prior.	Index linked variable percentage on shipment weight charge and applicable surcharges. *Applicable surcharges include: Saturday Delivery, Remote Area Service, Over Weight Piece, Over Sized Piece, Non stackable pallet, Elevating Risk, Dedicated Pick Up/Delivery.	Please refer to www.dhl.com for the prevailing Fuel Surcharge percentage
Remote Area Service	A remote area is defined by a post code, or suburb /town name in the absence of post code, that is determined as difficult to serve, too distant or inaccessible.	Rate per kg with minimum	Minimum 20,00 EUR or 0,45 EUR/kilo if higher
Dangerous Goods	The handling and transportation of shipments /pieces containing substances & commodities in Excepted Quantities either on the DHL air or road network or on commercial airlines.	Per shipment	80.00
Dry Ice UN1845	The provision of, handling and transportation of Dry Ice (UN1845) used as a freezing agent for non-dangerous goods on either the DHL air or road network or on commercial airlines. Can include replenishment during transit.	Per shipment	10.00
Biological UN3373	The handling and transportation of shipments containing Biological substances Category B (UN3373) prepared in accordance with IATA on either on the DHL air or road network, or on commercial airlines.	Per shipment	Free of charge
Excepted Quantities	A surcharge is applied per shipment when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities (EQ) in compliance with IATA Dangerous Goods Regulations. These shipments contain very small amounts of slightly dangerous products and the gross weight of such shipments cannot exceed 1 kg per piece and are accepted from approved Shippers only.	Per shipment	5.00
Limited Quantities	A surcharge is applied per shipment when the ground handling and transportation of shipments involves substances and commodities that are in Limited Quantities (LQ) in compliance with ADR regulations and which are restricted from air transportation. Such dangerous goods are restricted to no more than 30kg per piece and are accepted from approved Shippers only.	Per shipment	20.00
Lithium Batteries PI965	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. DHL Express will not accept any shipment containing lithium batteries that are known or suspected of being defective or damaged.	Per shipment	80.00
Lithium Batteries PI966, PI969	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, except PI965. DHL Express will not accept any shipment containing lithium batteries that are known or suspected of being defective or damaged.	Per shipment	5.00
Over Weight Piece (surcharge applies to international shipments)	A fixed surcharge is applied to every piece, including a pallet, that exceeds the scale or volumetric weight of 70kg.	Per piece	85.00
Over Sized Piece (surcharge applies to international shipments)	This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 120cm.	Per piece	80.00
Non stackable pallet	A surcharge is applied on every piece or pallet in a shipment which cannot be stacked, either on request of the Shipper or by nature of the shape, content or packaging of the goods on the pallet.	Per piece	175.00
Elevated Risk	Additional surcharges apply 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.	Per shipment	20.00
Restricted Destination	Restricted Destination surcharges apply when shipping nondoc shipment to a destination country that is subject to trade restrictions imposed by the UN Security Council.	Per shipment	30.00
Data Entry	This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills.	Per shipment	5.00

This surcharge allows DHL to cover part of the operating cost increases and the necessary air network adjustments during the time of emergency situation. Applies to all international shipments, excluding Medical Express, Express Easy, Global mail shipment. Surcharge does not apply to Domestic products. Monthly Fuel surcharge index applies on surcharge. Price mechanism: per kg of shipment, depending on the country of origin and the destination.

Origin Country/Region	Destination Country/Region					
	Hong Kong ¹ & China	Australia & New Zealand ²	Asia ³	Europe	Americas	Rest of World
China	0.90	2.00	0.90	1.25	2.00	0.90
Hong Kong ¹	0.90	2.00	0.90	1.25	2.00	0.90
Rest of Asia ²	0.90	2.00	0.90	0.20	0.20	0.20
Europe	0.20	2.00	0.20	0.20	0.20	0.20
Americas	0.20	2.00	0.20	0.20	0.20	0.20
Rest of World	0.20	2.00	0.20	0.20	0.20	0.20

(rates are in EUR per kg. FS applies.)

¹Hong Kong and Macau.

²Rest of Asia (Asia excluding China and Hong Kong) = Bangladesh, Brunei, Bhutan, Cook Islands, Fiji, Indonesia, India, Japan, Cambodia, Kiribati, South Korea, Laos, Sri Lanka, Myanmar, Maldives, Malaysia, Mongolia, New Caledonia, Nepal, Nauru, Niue, North Korea, Tahiti, Papua New Guinea, Philippines, Pakistan, Solomon Islands, Singapore, Thailand, Timor Leste, Tonga, Tuvalu, Taiwan, Vietnam, Vanuatu, Samoa, Australia, and New Zealand as origin only.

³All shipments from Australia/New Zealand/Papua New Guinea to Australia/New Zealand/Papua New Guinea will be charged €0.20/kg regardless of billing location.

Volumetric Weight

Name	Description
Volumetric Weight	Standard Conversion Factor for obtaining volumetric weight is 5000. Length x Width x Height (cm3) / Standard Conversion Factor = Volumetric Weight (kg)

All Rates stated here are in EUR

* For domestic services, all given rates does not include VAT

Tariff Valid From

07.11.2021.