

DHL eCommerce

SERVICE PRICE LIST

BUSINESS

Applicable as of 2 December 2024

dhlecommerce.pl



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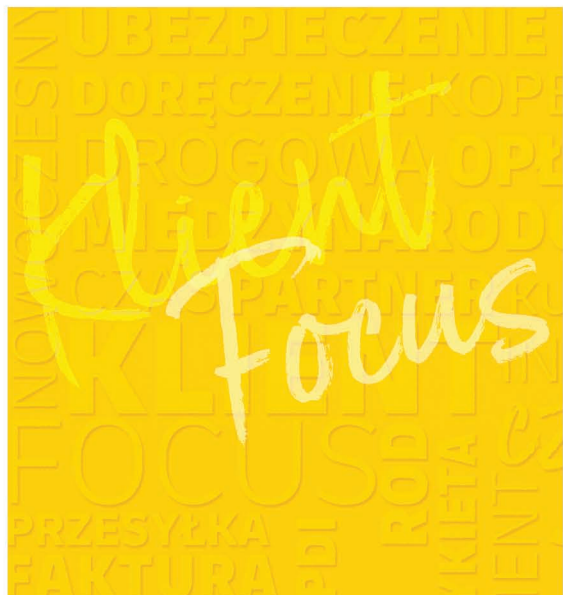
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All "DHL eCommerce" designations refer to DHL eCommerce (Poland) Sp. z o.o. This Price List applies to companies and institutions when it results from a written arrangement contained in a separate contract for the provision of transport services. The current version of the price list is available at dhlecommerce.pl. In the event of a delay in the payment of the amount due by the Requestor, DHL eCommerce will start the debt collection process. DHL eCommerce will inform the Customer about the amount due. In the event of failure to pay the indicated amount, the transfer form of payment will be blocked and at that time the prices specified in the document **Service Price List Domestic and International Shipments for Individual Clients** valid at the moment of shipment posting will apply. The reinstatement of bank transfer payment and the application of this price list will take place after the payment of the outstanding amount by the Requestor is made. Information on the characteristics of individual products, additional services and surcharges as well as availability and terms of service can be found in the following documents: **Characteristics of DHL eCommerce services and surcharges** (applies to domestic and international offers) **General Terms & Conditions for the Provision of Domestic Shipping and Postal Services of DHL eCommerce (Poland) Sp. z o.o.** (applies to the domestic offer), **General Terms & Conditions of Transport of DHL eCommerce Europe** (applies to the international offer), available at dhlecommerce.pl or in the DHL eCommerce Customer Service Department.



DOMESTIC SHIPMENTS

AVAILABLE PRODUCTS

 up to 31.5 kg

BASIC FEATURES	DHL Parcel Polska	DHL Parcel Premium	DHL Parcel 9	DHL Parcel 12	DHL Parcel Return Polska	DHL Parcel Economy
Maximum number of pieces per shipment	15	15	15	15	1	1
Maximum weight of piece (kg)	31.5	31.5	31.5	31.5	31.5	25.0
Minimum dimensions (cm)	15 x 11 x 1	15 x 11 x 1	15 x 11 x 1	15 x 11 x 1	15 x 11 x 1	15 x 11 x 1
Maximum standard dimensions (cm)	120 x 60 x 60	120 x 60 x 60	120 x 60 x 60	120 x 60 x 60	120 x 60 x 60	64 x 38 x 41
Maximum length of piece (cm)	200	200	200	200	200	64
Girth (cm) 1 x length + 2 x width + 2 x height	450	450	450	450	450	222

  over 31.5 kg

BASIC FEATURES	DHL Parcel Max Paczka	DHL Parcel Max Pótpaleta	DHL Parcel Max Paleta
Maximum number of pieces per shipment	5	5	5
Maximum weight of piece (kg)	50	200	1,000
Maximum weight of shipment (kg)	250	1,000	2,500
Maximum standard dimensions (cm)	120 x 60 x 60	80 x 60 x 160	120 x 80 x 210
Maximum height of piece (cm)	200	160	210
Maximum length of piece (cm)	400	80	200
Maximum sum of sides (cm) length + width + height	600	300	600

HOW TO CALCULATE THE COST OF A SHIPMENT

BASIC CHARGE

determined on the basis of the higher of real or volumetric weight

The basic charge for a multi-piece shipments is the sum of the basic charges of its individual pieces



FUEL AND ROAD SURCHARGE

or the current amount of surcharge go to dhlecommerce.pl



CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES



VAT

at the applicable rate

DOMESTIC SHIPMENTS

BASIC CHARGES

 up to 31.5 kg

Weight of piece (kg)	DHL Parcel Polska	DHL Parcel Premium	DHL Parcel 9	DHL Parcel 12	DHL Parcel Return Polska	DHL Parcel Economy
PK ¹	16.10	20.00	45.30	29.40	16.10	13.70
3	17.00	20.90	47.40	30.80	17.00	14.50
5	17.00	20.90	47.40	30.80	17.00	14.50
10	20.20	24.30	56.70	36.80	20.20	17.20
20	23.80	28.00	66.80	43.40	23.80	20.30
31.5	26.80	31.00	75.00	48.80	26.80	22.70

  over 31.5 kg

Weight of piece (kg)	DHL Parcel Max Paczka	DHL Parcel Max Półpaleta	DHL Parcel Max Paleta
40	95	101	130
50	99	106	136
100		113	149
200		132	182
400			197
600			228
800			245
1,000			265

¹ PK – documents in a cardboard DHL envelope and shipments with a weight of up to 1 kg.
All prices are in PLN and will be increased by the value-added tax at the applicable rate.

DOMESTIC SHIPMENTS

ADDITIONAL SERVICES AND CHARGES

ADDITIONAL SERVICES AND CHARGES	CHARGE
Electronic Proof of Delivery (ePOD)	Included in the basic charge
Email/SMS notifications	Included in the basic charge
Drop-off at DHL ServicePoint / DHL Locker	Included in the basic charge
Redirect parcel	Included in the basic charge
eInvoice	Included in the basic charge
Report on undelivered shipments	Included in the basic charge
Shipment insurance Charge depending on the declared value of shipment	with pieces with a weight up to 31.5 kg <ul style="list-style-type: none">• up to PLN 50,000 – PLN 2.70• above PLN 50,000 to PLN 100,000 – 0,2% of the declared value with pieces with a weight of over 31.5 kg <ul style="list-style-type: none">• up to PLN 50,000 – PLN 8.00• over PLN 50,000 to PLN 100,000 – 0.2% of the declared value
Cash on delivery (COD) Each shipment with the COD service is subject to additional insurance	PLN 6.20
Credit card payment for COD amount due	1.5% of COD value, no less than PLN 2
Return of confirmed documents (ROD)	PLN 13
Saturday delivery	50% of the basic charge, but no less than PLN 15
Return of undeliverable shipment	100% of the basic charge
Pre-Delivery Information (PDI)	PLN 2
Proof of Delivery (POD)	Charge: PLN 5 (service ordered at the time of sending the shipment)
Change of address	<ul style="list-style-type: none">• PLN 10 – within the DHL eCommerce delivery Terminal• 100% of the basic charge – between two DHL eCommerce Terminals
Written order	PLN 8 for the order
Telephone order	PLN 8 for the order

All prices are in PLN and will be increased by the value-added tax at the applicable rate.

DOMESTIC SHIPMENTS

ADDITIONAL SERVICES AND CHARGES

ADDITIONAL SERVICES AND CHARGES	CHARGE
Third party payer	<ul style="list-style-type: none">• PLN 4.50 – shipments with elements weighing up to 31.5 kg• PLN 9.00 – shipments with elements weighing over 31.5 kg
Pallet exchange	PLN 30 per pallet
Company packaging and consumable supplies	Charge for cardboard packaging depends on the dimensions: <ul style="list-style-type: none">• Cardboard XS – 17.0 x 13.0 x 6.0 (cm) PLN 1.50• Cardboard S – 31.5 x 22.5 x 5.5 (cm) PLN 2.00• Cardboard M – 49.4 x 24.4 x 16.8 (cm) PLN 3.50• Cardboard L – 49.4 x 29.4 x 38.8 (cm) PLN 5.00• Cardboard XL – 49.5 x 47.0 x 42.0 (cm) PLN 9.00• Cardboard envelope PLN 1.80• Plastic pouches PLN 0.90• Envelope PLN 0.60• Self-adhesive sleeve PLN 0.15• Self-adhesive label PLN 0.08*
Charge for non-standard piece with a weight up to 31.5 kg	PLN 32
Charge for non-standard piece with a weight over to 31.5 kg	PLN 125
Surcharge for volumetric weight of parcels	<ul style="list-style-type: none">• PLN 2 for a piece with a volumetric weight over 31.5 kg to 50 kg• PLN 15 for a piece with a volumetric weight over 50 kg to 110 kg• PLN 59 for a piece with a volumetric weight over 110 kg
Surcharge for long piece	PLN 25
Empty run	PLN 11
Repeated call for payment	PLN 40
Change of payer	PLN 20 per invoice
Charge for printing shipping label	PLN 2.50
Charge for extended version of a paper invoice	PLN 22 per invoice
Invoice report	<ul style="list-style-type: none">• PLN 8 – standard attachment• PLN 25 – attachment resent after a customer's request
Reinstatement of bank transfer payment	PLN 80
Charge for inefficient pick-up	PLN 4
Fuel and road surcharge	The amount and method of calculating the surcharge, go to dhlecommerce.pl
Special charge	<ul style="list-style-type: none">• PLN 1 – for shipments with items weighing up to 31.5 kg• PLN 15 – for shipments with items weighing over 31.5 kg
Seasonal charge	The maximum seasonal charge shall not exceed: <ul style="list-style-type: none">• PLN 0.75 – for shipments with items weighing up to 31.5 kg• PLN 10 – for shipments with items weighing over 31.5 kg

All prices are in PLN and will be increased by the value-added tax at the applicable rate.

* Labels available in rolls of 250 pcs and 1000 pcs. Price depends on the number of labels on the roll (pcs price x number of pcs on the roll).

INTERNATIONAL ROAD SHIPMENTS

AVAILABLE PRODUCTS

 up to 31.5 kg

BASIC FEATURES	DHL Parcel Connect	DHL Parcel International	DHL Parcel Connect Plus	DHL Parcel Return Connect
Maximum number of pieces per shipment	1	1	15	1
Maximum weight of piece (kg)	31.5	30.0	31.5	31.5
Minimum dimensions (cm)	15 x 11 x 1	15 x 11 x 1	15 x 11 x 1	15 x 11 x 1
Maximum standard dimensions (cm)	120 x 60 x 60	100 x 50 x 50	120 x 60 x 60	120 x 60 x 60
Maximum length of piece (cm)	200	150	200	200
Girth (cm) 1 x length + 2 x width + 2 x height	360	300	360	360

 over 31.5 kg

BASIC FEATURES	DHL Parcel Connect Pallet Pótpaleta	DHL Parcel Connect Pallet Paleta
Maximum number of pieces per shipment	5	5
Maximum weight of piece (kg)	200	1,000*
Maximum weight of shipment (kg)	1,000	2,500
Maximum standard dimensions (cm)	80 x 60 x 160	120 x 80 x 200
Maximum dimensions (cm)	80 x 60 x 160	120 x 100 x 200

* The maximum weight of shipments to Germany, the Czech Republic and Sweden is 800 kg



HOW TO CALCULATE THE COST OF A SHIPMENT

BASIC CHARGE

determined on the basis of the higher of real or volumetric weight

The basic charge for a multi-piece shipments is the sum of the basic charges of its individual pieces



FUEL AND ROAD SURCHARGE

or the current amount of surcharge go to dhlcommerce.pl



CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES



VAT

at the applicable rate

INTERNATIONAL ROAD SHIPMENTS

BASIC CHARGES

 up to 31.5 kg

Weight of piece (kg)	DHL Parcel Connect			DHL Parcel International	DHL Parcel Connect Plus			DHL Parcel Return Connect		
	Zone				Zone			Zone		
	A	B	C	D	A	B	C	A	B	C
1	43	52	69	72	52	67	109	43	52	69
3	70	80	98	126	80	95	140	70	80	98
5	70	80	98	126	80	95	140	70	80	98
10	100	110	128	208	110	125	171	100	110	128
20	135	145	164	387	145	161	211	135	145	164
31.5	173	183	203	602	183	201	252	173	183	203

 over 31.5 kg

Weight of piece (kg)	DHL Parcel Connect Pallet Półpaleta			DHL Parcel Connect Pallet Paleta		
	Zone			Zone		
	A	B	C	A	B	C
50	460	597	818	614	797	1,091
100	637	774	994	848	1,031	1,325
200	812	949	1,170	1,082	1,265	1,560
400				1,317	1,500	1,793
600				1,550	1,733	2,027
800				1,784	1,967	2,262
1,000				2,019	2,202	2,496

All prices are in PLN and will be increased by the value-added tax at the applicable rate.

INTERNATIONAL ROAD SHIPMENTS

ZONES AND ESTIMATED TIME OF DELIVERY

COUNTRY	ZONE	DHL Parcel Connect	DHL Parcel Return Connect	DHL Parcel Connect Plus	DHL Parcel Connect Pallet	DHL Parcel International
Austria	B	2	2-3	2	2	
Belgium	B	2-3	4-5	2-3	2-3	
Bulgaria	C	5	5	5	5	
Croatia	C	4-5	4-5	3-4	3-4	
Cyprus	C	10	11-12			
Czech Republic	A	2	2	2	2	
Denmark	C	3-4	3-4	3-4	3-4	
Estonia	A	3-4	3-4	3-4	3-4	
Finland	B	4-5	4-5	4-5	4-5	
France	C	4	4-5	4	4	
Germany	A	2	2-3	2	2	
Greece	C	7	8-9	7	7	
Hungary	B	2-3	2-3	2-3	2-3	
Ireland	C	4	4	4	4	
Italy	B	3-4	3-4	3-4	3-4	
Latvia	A	2-3	2-3	2-3	2-3	
Lithuania	A	2-3	2-3	2-3	2-3	
Luxembourg	B	3-4	3-4	3-4	3-4	
Netherlands	B	2	2	2	2	
Portugal	C	4-5	4-5	4-5	4-5	
Romania	B	4-5	4-5	3-4	3-4	
Slovakia	A	2	2-3	3	3	
Slovenia	C	4-5	4-5	3	3	
Spain	B	3-4	3-4	3-4	3-4	
Sweden	C	3-4	3-4	3-4	3-4	
United Kingdom*	C	3				
Malta	D					5-7
Monaco	D					4-5

* Customs clearance is obligatory, with the exclusion of Northern Ireland.

They refer to the first delivery attempt and are in business days (days from Monday to Friday, excluding public holidays in the country of posting, transit and delivery), based on average transit times in the DHL eCommerce network. They do not constitute part of the contract.

The expected delivery time is measured from the day after dispatch. Customs clearance time is not included in transit time.

INTERNATIONAL ROAD SHIPMENTS

ADDITIONAL SERVICES AND CHARGES

ADDITIONAL SERVICES AND CHARGES	CHARGE
Email/SMS notifications	Included in the basic charge
Information about shipment status	Included in the basic charge
Drop-off at DHL ServicePoint / DHL Locker	Included in the basic charge
Pick-up at DHL ServicePoint / DHL Locker	Included in the basic charge
Proof of Delivery	Included in the basic charge
eInvoice	Included in the basic charge
Utilisation of undeliverable shipment	Included in the basic charge
Company packaging and consumable supplies	Charge for cardboard packaging depends on the dimensions: <ul style="list-style-type: none"> • Cardboard XS – 17.0 x 13.0 x 6.0 (cm) PLN 1.50 • Cardboard S – 31.5 x 22.5 x 5.5 (cm) PLN 2.00 • Cardboard M – 49.4 x 24.4 x 16.8 (cm) PLN 3.50 • Cardboard L – 49.4 x 29.4 x 38.8 (cm) PLN 5.00 • Cardboard XL – 49.5 x 47.0 x 42.0 (cm) PLN 9.00 • Cardboard envelope PLN 1.80 • Plastic pouches PLN 0.90 • Envelope PLN 0.60 • Self-adhesive sleeve PLN 0.15 • Self-adhesive label PLN 0.08*
Return of undeliverable shipment	100% of the basic charge
Shipment insurance	Charge depending on the declared value of shipment: <ul style="list-style-type: none"> • up to PLN 10,000 – PLN 10 • between PLN 10,000 and PLN 100,000 – 0.5% of declared value
Cash on delivery (COD)	PLN 29
Charge for non-standard piece	<ul style="list-style-type: none"> • PLN 120 – for all countries, except France • PLN 260 – for France
Surcharge for volumetric weight of parcels	<ul style="list-style-type: none"> • PLN 2 for a piece with a volumetric weight over 31.5 kg to 50 kg • PLN 15 for a piece with a volumetric weight over 50 kg to 110 kg • PLN 59 for a piece with a volumetric weight over 110 kg
Reinstatement of bank transfer payment	PLN 80
Repeated call for payment	PLN 40
Empty run	PLN 11
Charge for extended version of a paper invoice	PLN 22 per invoice
Invoice attachment	<ul style="list-style-type: none"> • PLN 8 – standard attachment • PLN 25 – attachment resent after a customer's request
Charge for printing shipping label	PLN 2.50 per label
Postal customs clearance	PLN 25 per shipment
Surcharge for multiple customs tariff codes	PLN 13 for each customs tariff code over 5
Commercial customs clearance	PLN 45 per shipment
Charge for inefficient pick-up	PLN 4
Fuel and road surcharge	The amount and method of calculating the surcharge, go to dhlecommerce.pl
Special charge	<ul style="list-style-type: none"> • PLN 1 – for shipments with items weighing up to 31.5 kg • PLN 15 – for shipments with items weighing over 31.5 kg
Seasonal charge	The maximum seasonal charge shall not exceed: <ul style="list-style-type: none"> • PLN 1.10 – for shipments with items weighing up to 31.5 kg • PLN 10 – for shipments with items weighing over 31.5 kg

All prices are in PLN and will be increased by the value-added tax at the applicable rate.

* Labels available in rolls of 250 pcs and 1000 pcs. Price depends on the number of labels on the roll (pcs price x number of pcs on the roll).