



DHL Freight (Poland) Customer Service
Center

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Table of Fees for Additional Services



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Additional service or fee:	Additional information:	Additional fee (net):
Fuel surcharge	The fuel charge is added to the transport rate and its amount depends on fuel prices	An additional fee of 26,50% of the transport rate. The current amount of this surcharge is available at: www.dhl.com/fuel-surcharge
CRF adjustment	The CRF fee is added to the transport rate, and its amount depends on the increase in the costs of selected factors, including road toll costs, wage costs in the economy, CO2 emission costs	An additional fee of 4,28% of the transport rate. For countries with a ferry surcharge: FI, SE, NO, GB, IE: 4,78% of the transport rate. The current amount of this surcharge is available at: www.dhl.com/CRF
CAF adjustment	The CAF fee is added to the transport rate and its amount is the percentage difference between the applied exchange rate and the arithmetic average of the daily exchange rates of the National Bank of Poland from the previous month	An additional fee of 0% of the transport rate. The current amount of this surcharge is available at: www.dhl.com/CAF
B2C pickups and deliveries	In the case of orders for collection or delivery from/to private persons, additional surcharges are charged in the directions indicated nearby. When ordering these services, the Customer should check the B2C box in the system for submitting transport orders.	15€- AT, BG, CZ, DE, EE, ES, FI, GR, HR, HU, IE, IT, LU, LV, PT, RO, SK 20€- BE, DK, FR, LT, NL 21€- SE 25€ - SI Countries outside the EU - Please contact the DHL Freight (Poland) Sales Department
Original CMR	Providing the Customer with the original CMR	17,5 € / CMR
MAUT BE	The road charge is added to the transport rate, and its amount is related to inflation indicators.	An additional fee of 1,91% of the transport rate

Second delivery / Second pickup	<p>Second delivery attempt/second attempt to pick up the shipment not resulting from DHL Fracht's fault.</p> <p>If it is impossible to collect or deliver the shipment for reasons attributable to the Customer and/or the recipient, DHL Freight (Poland) will make another paid attempt to collect or deliver it at the Customer's expense.</p> <p>If it is impossible to deliver the shipment, no later than after the second delivery attempt, DHL Freight (Poland) forwards an inquiry to the Customer regarding further instructions concerning the shipment. The customer should provide information on further handling of the shipment as soon as possible, but no longer than within 1 business day from the date of sending the inquiry.</p>	An additional fee of 32% of the transport rate
Intra-EU delivery confirmation	Providing the Customer with a copy of the delivery confirmation	6 € / pcs
Manual orders	In the case of orders placed other than: (a) via the electronic order submission system or (b) "EDI" - an administrative fee will be charged for entering the order into the operating system (manual booking).	6 € / pcs
Additional CARGO insurance	Additional shipment insurance	Requires prior arrangements
Administration fee for shipments to/from GB	Surcharge for each shipment in export and import to/from GB	12 €
Shipping under DDP conditions to GB	Surcharge for import customs clearance in GB	75 €
Shipping under DDP conditions to: BA, CH, GE, MK, ME, NO	Surcharge for import customs clearance in the destination country	€40 - 2 customs tariff codes + €5 each subsequent customs tariff code
Changing the data in the order or supplementing the data by DHL Freight (Poland)	Changing data or supplementing/correcting data also applies to possible changes after measuring and weighing the shipment at the DHL Freight (Poland) warehouse (after any change in weight or dimensions, the appropriate transport rate applies)	12 € / order
Correction of invoice data at the Client's request	Correction of invoice data at the Client's request	17,5 € / invoice
Arranged delivery date	Arrange a specific delivery date	30 € / order
Delivery or collection within a specified time frame*	Deliveries or collections within the time frame agreed with the Customer	Requires prior arrangements
Delivery within a specified date and time frame*	Custom service. The arrangements include the delivery day and time frame	Requires prior arrangements

Delivery notification to the recipient*	Notifying and agreeing the terms and delivery time with the recipient	Requires prior arrangements
Delivery or collection by car with lift*	Delivery or collection by car with a lift	Requires prior arrangements
Additional loading or unloading place*	Loading or unloading in more than one place	Requires prior arrangements
Sender neutralization	Sender neutralization (does not apply to ADR and customs shipments)	15 € / order
Return of parcels*	Return of a parcel that could not be delivered, e.g. due to refusal of acceptance	Requires prior arrangements
Transport of hazardous materials	ADR/IMDG, except classes I; 6.1 PG I; 6.2; 7; 4.1 (SR2); 5.2 (P2) and UN.3507, and in transport to/from Great Britain and Ireland also with the exception of classes 5.1 and 5.2 and dangerous goods marked with UN numbers: UN3393/4.2 (4.3)/PGI; UN 2845/4.2/ PG I; UN 1384/4.2/PG II; UN 3162/2.3; UN3161/2.1; UN.3308/2.2(8); UN 3393/4.2 (4.3)/PG; UN1978/2.1; UN2037/2.1; UN3393/4.2(43)/PG I	An additional fee of 15% of the transport rate
Proactive information about the status of shipments*	Status information is sent by e-mail (pre-alerting)	Requires prior arrangements
Customs services in Poland	Comprehensive service is provided by a network of customs agencies located at DHL Freight (Poland) international terminals and at border crossings	Requires prior arrangements
Customs services abroad	DHL Fracht provides customs services in most countries belonging to the DHL Euroconnect network	In the case of import from selected non-European Union countries to Poland, the cost of export customs clearance is covered by the payer. Detailed information can be obtained by contacting the DHL Freight (Poland) Sales Department
Intrastat	Comprehensive service is provided by a network of customs agencies located at DHL Freight (Poland) international terminals and at border crossings	Requires prior arrangements
CO2 calculation	Calculation of the level of CO2 emissions accompanying the transport of the shipment	Requires prior arrangements
Report on request	Fee for preparing a custom report for the Customer	29 € / report
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to GB)	69,5 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from GR)	40 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from SE)	120 €

Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to NO)	120 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from FI)	105 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from IT. Only for Sicily: codes 90-98 and Sardinia: codes 07-09)	40 €
Export clearance	Export clearance in import	25 € - TR, MD, GB, RS, CH 20 € - NO

* The availability of the service is limited, the possibility of providing the service and the price of the service are to be agreed with the Sales Department.

Table of customs services on the territory of Poland	
Customs clearance in the marketing authorization procedure	250 PLN
Customs clearance in the export procedure	205 PLN
Customs clearance in transit procedure:	
value of goods on the invoice up to EUR 50,000	230 PLN
value of goods on the invoice 50,001 - 100,000 EUR	340 PLN
the value of the goods on the invoice exceeds EUR 100,001	0,09% of the invoice value
Additional customs tariff item (over 10 customs tariff codes on the declaration)	13 PLN
Completion and registration of the certificate of origin at the Customs Office	185 PLN
Filing a customs declaration in the transit procedure for DHL shipments to Switzerland	25 €
Preparation of a DSK declaration (for goods placed in a temporary storage warehouse)	50 PLN
Application and submission of documents confirming the removal of goods outside the EU (in the absence of an IE599 message).	150 PLN

