

# STANDARD SERVICES AND SURCHARGES 2025



## OPTIONAL SERVICES

Name	Description	Price Mechanism	Net Charge
SHIPMENT INSURANCE	Shipment Insurance can be arranged for shipments containing valuable goods, although some restrictions and limitations may apply. The service availability will depend on the destination and content of the shipment. The service is subject to specific limitations and exclusions as described in our Terms and Conditions.	% of insured value	11.00 EUR or 1.00% of shipment value if higher
EXTENDED LIABILITY	If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend coverage and compensation beyond the DHL standard liability described in our Terms and Conditions. In the event of full or partial loss to a document shipment, a fixed compensation will be paid regardless of the replacement cost of the document.	rate per shipment	5.00 EUR
SATURDAY DELIVERY	On shipper's request, delivery of a shipment up to 300kg and pieces up to 30kg in the destination country on a Saturday, to selected postal/zip code areas that have the capability, in countries where Saturday is not a normal working day.	rate per shipment	40.00 EUR
DEDICATED PICKUP	On shipper's request, an immediate or non-routine, once-only pickup of a shipment within a normal working day, weekend or a holiday that may involve a specific vehicle such as tail lift truck or more than one courier.	rate per kg	0.45 EUR with minimum of 30.00 EUR
DEDICATED DELIVERY	On customer 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.	rate per kg	0.45 EUR with minimum of 40.00 EUR
DUTY TAX PAID	On Customer's request, DHL clears the shipment at destination and arranges for the applicable import duties, taxes and regulatory charges to be invoiced to a specified DHL account at origin or third country, rather than the receiver of the shipment being billed at destination.	% of fiscal charges	2.00 % of fiscal charges with minimum of 18.00 EUR
SMARTPHONE BOX	On contractual basis, DHL can provide fully recyclable packaging for shipping fragile devices like laptops, tablets or mobile phones as part of a Collect & Return program. Not available to "walk-in" customers. Account customers may as well order packaging items in bulks.	rate per shipment	3.00 EUR
PLASTIC FLYER	Charges apply for DHL standard packaging like plastic flyers provided in bulks or stacks.	Flyers - 100 Pieces	20.00 EUR
CHANGE OF BILLING	Applies when a customer requests a change of defined billing information on an already issued invoice, which is not due to DHL Express' fault & which will result in a reissuing of the invoice. In case of account change, crediting of the old account & debiting of the new account.	rate per shipment	12.00 EUR
PRINTED INVOICE	Where e-Billing is the standard, customers requesting a hard copy Printed Invoice are to be charged. A charge applies to every paper invoice provided.	rate per invoice	5.00 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	5.00 EUR
SHIPMENT PREPARATION	At shipper's request a convenient and on-demand service for shipment volumes that require short-term extra resources for their preparation. DHL manages the process of shipment preparation, content selection, labeling & paperwork, and sends the parcels to the addresses provided	rate per shipment	25.00 EUR
DELIVERY SIGNATURE	At Customer's request, the sending of a hard copy of the Receiver's signature as proof of delivery of shipment/piece.	rate per shipment	5.00 EUR
ADULT SIGNATURE	DHL will obtain a delivery signature from an adult at the stipulated delivery address. If, for local legislative reasons, proof of the receivers age needs to be verified, DHL may need to request presentation of a valid government-issued personal identification document.	rate per shipment	5.00 EUR
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	5.00 EUR
RESIDENTIAL ADDRESS	Customers shipping to a home or private residence can choose to activate specific delivery options by designating the delivery address as Residential. For shipments designated as Residential Address, DHL Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the delivery option that best suits their requirements via the On Demand Delivery website.	rate per shipment	5.00 EUR

## GOGREEN

Name	Description	Price Mechanism	Net Charge
GOGREEN PLUS	When selected, DHL will reduce (inset) CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF). Sustainable Aviation Fuel can reduce lifecycle carbon emissions by up to 80% compared to traditional jet fuel. GoGreen Plus - Carbon Reduced service, supports Scope 3 emission reductions in alignment with the Science Based Target initiative. The process is audited annually by SGS (Société Générale de Surveillance) to ensure compliance to regulations and standards. Alternative reduction levels and CO2ewtv emission reports are available on contractual basis only. Please contact your Sales Representative for further information.	Per shipment	Destination dependent with a minimum charge of 0.19 EUR per kg

## SURCHARGES

Name	Description	Price Mechanism	Net Charge
FUEL SURCHARGE	The jet fuel surcharge will be based on the daily average spot prices for US Gulf Coast (USGC) kerosene-type jet fuel, as reported by the U.S. Department of Energy between 3rd week release of prior month to 3rd week release of actual month. The diesel fuel surcharge will be based on the daily average spot prices for US Gulf Coast (USGC) Ultra-Low-Sulfur No. 2 Diesel Fuel, as reported by the U.S. Department of Energy between 3rd week release of prior month to 3rd week release of actual month. For example, the daily average price for fuel from 18th of April to 15th of May is used to determine the applicable surcharge in June. The fuel surcharge applies to transportation charges on all services and to the following surcharges (where applicable): Dedicated Delivery, Dedicated Pickup, Demand Surcharge, Elevated Risk, Emergency Situation, Non-Conveyable Piece, Non-Stackable Pallet, Oversize Piece, Overweight Piece, Residential Address, Remote Area Delivery, Remote Area Pickup, Saturday Delivery, Saturday Pickup. DHL reserves the right to change the fuel surcharge index and table with or without notice. Both the amount and duration of the surcharge will be determined at DHL's sole discretion.	% on transportation and additional charges	Pls refer to DHL website for the prevailing Fuel Surcharge. See fuel index table in a separate page.
ELEVATED RISK	A surcharge is applied when shipping to or importing from a destination country where DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism. The list of destination countries in scope is published online as part of the respective surcharge table and updated from time to time.	rate per shipment	30.00 EUR
RESTRICTED DESTINATION	A surcharge applies when shipping goods to or importing from a country that is subject to specific trade restrictions imposed by the UN Security Council. The list of countries in scope is published online as part of the respective surcharge table.	rate per shipment	30.00 EUR
RESTRICTED DESTINATION	Restricted Destination surcharges apply when shipping to a destination country or entity that is subject to trade restrictions imposed by national legislation such as the EEAS or OFAC.	rate per shipment	30.00 EUR
DEMAND SURCHARGE	Demand Surcharge applies to shipments during a period of high demand. A period of high demand is determined by DHL at its own discretion but may include a time of high demand for shipping services or a period with high operational cost. Details regarding the application of Demand Surcharges are set forth at <a href="https://mydhl.express.dhl/en/ship/surcharges/demand-surcharge.html">mydhl.express.dhl</a> and will be subject to change upon prior notice. Demand Surcharge apply cumulatively if a shipment and/or individual pieces meet more than one of the specified criteria. Demand Surcharge apply in addition to the rates and any other applicable charges.	rate per kg/lb	Refer to <a href="https://mydhl.express.dhl/en/ship/surcharges/demand-surcharge.html">https://mydhl.express.dhl/en/ship/surcharges/demand-surcharge.html</a>
ADDRESS CORRECTION	A fixed surcharge is applied per shipment when the destination address provided by the Shipper is incomplete, outdated or incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.	rate per shipment	11.00 EUR
REMOTE AREA PICKUP	A surcharge is applied when the pickup location is remote and the transport charges are being billed to the account holder at destination or a third country.	rate per kg	0.50 EUR with minimum of 22.00 EUR
REMOTE AREA DELIVERY	DHL applies a surcharge 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	0.50 EUR with minimum of 22.00 EUR
DATA ENTRY	A surcharge applies if the shipping label is not correctly completed or has not been produced electronically according to DHL standards and therefore requires manual data entry by DHL.	rate per shipment	10.00 EUR
OVERSIZE PIECE	A fixed surcharge is applied to every piece, including a pallet, with a single dimension in excess of 100cm (40 inches). Does not apply to pieces already subject to Overweight Piece surcharge.	rate per piece	20.00 EUR
OVERWEIGHT PIECE	A fixed surcharge is applied to every piece, including a pallet, that exceeds a scale or volumetric weight of 70kg (150 lb.)	rate per piece	95.00 EUR
NON STACKABLE PALLET	A fixed surcharge is applied to every pallet in a shipment that cannot be stacked, either on request of the shipper or by nature of the shape, content or packaging of the goods on the pallet. This surcharge does not apply to pallets below 30kg.	rate per piece	300.00 EUR
NON CONVEYABLE PIECE	This surcharge applies to any piece within a shipment with an actual weight between 25-70 kg. The surcharge does not apply to pieces already subject to Overweight or Oversize Piece surcharge.	rate per piece	20.00 EUR

## DANGEROUS GOODS

Name	Description	Price Mechanism	Net Charge
DRY ICE UN1845	A surcharge is applied per shipment when the handling and transportation of pieces involves Dry Ice UN1845 used as a freezing agent for non-dangerous goods such as diagnostic specimens.	rate per shipment	12.00 EUR
LITHIUM ION PI966	A surcharge may apply per shipment for the handling of pieces involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): HD - Lithium Ion, Section II PI966	rate per shipment	5.00 EUR
FULL DANGEROUS GOODS	A surcharge is applied per shipment when the transportation of shipments involves handling substances and commodities classified as fully regulated in accordance with the IATA Dangerous Goods Regulations. DG class 2, 3, 4, 5, 6, 8 and 9 commodities, according to IATA regulations. DHL Express does not accept: Explosive material of Class 1; Class 2.3 toxic gas; Class 3: UN1204, UN2059, UN3064, UN3343, UN3357, UN3379; Class 4.1: UN1310, UN1320, UN1321, UN1322, UN1336, UN1337, UN1344, UN1347, UN1348, UN1349, UN1354, UN1355, UN1356, UN1357, UN1517, UN1571, UN2555, UN2556, UN2557, UN2852, UN2907, UN3317, UN3319, UN3344, UN3364, UN3365, UN3366, UN3367, UN3368, UN3369, UN3370, UN3376, UN3380, UN3474; Class 6.2 infectious substance except UN3373; Radioactive material of Class 7 including Excepted Packages	rate per shipment	100.00 EUR
EXCEPTED QUANTITIES	A surcharge is applied per shipment when the handling and transportation of pieces involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	rate per shipment	10.00 EUR
CONSUMER GOODS ID8000	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).	rate per shipment	25.00 EUR
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. In compliance with ADR regulations and which are restricted from air transportation. Such dangerous goods are restricted to no more than 30kg per piece.	rate per shipment	25.00 EUR
LITHIUM METAL PI969	A surcharge may apply per shipment for the handling of pieces involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): HM - Lithium Metal, Section II PI969	rate per shipment	5.00 EUR
ADR LOAD EXEMPTIONS	A charge applies when the total quantity of dangerous goods carried in packages by a road-based 'transport unit' e.g. a van, lorry, or trailer exceed the limits set by ADR and defined for transport under Limited Quantity regulations (LQ).	rate per shipment	100.00 EUR

## CUSTOMS SERVICES

Name	Description	Price Mechanism	Net Charge
DUTY TAX PROCESSING	DHL will accelerate the customs clearance process making prompt payment of duty and tax charges relating to a shipment, while the receiver defers payment until an agreed date.	% of fiscal charges	2.50% with minimum 14.50 EUR, if fiscal charges exceed 5.00 EUR
BROKER NOTIFICATION	On importer 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	20.00 EUR
RELEASE TO BROKER	On importers request, the release of a DHL Express shipment to the customers designated customs broker of choice. DHL will transfer the shipment and necessary documentation from the point of arrival to the brokers location. The broker performs clearance and last mile delivery.	rate per shipment	45.00 EUR
NON-ROUTINE ENTRY	Applies when shipments are subject to non-routine clearance procedures, due to their value, weight and/or commodity as defined by destination Customs Authorities. May also apply in selected countries where DHL is legally obliged to outsource formal clearance entries to a licensed third party broker.	rate per shipment	45.00 EUR
MULTILINE ENTRY	The clearance of a shipment with multiple commodities or multiple origins for the same commodity. Charges apply when more than 5 lines are recorded on the customs clearance, for example with different commodities or different countries of manufacture.	rate per line item	5.00 EUR, after 5 lines
CLEARANCE PROCESSING	Applies where additional cost is incurred for importing shipments in alignment with government agency requirements.	rate per shipment	10.00 EUR
CLEARANCE AUTHORIZATION	Applies when the designated importer has specifically requested to be contacted by DHL before customs clearance is initiated.	rate per shipment	10.00 EUR
EXPORT DECLARATION	Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Where automated export systems are available to the public, shippers may avoid the charge by submitting the export declaration online. In case of IMP billed shipments DHL will submit the export declaration in order to accelerate the export at origin and pass the charge to the payer's account.	rate per shipment	10.00 EUR
SINGLE CLEARANCE	DHL will apply a charge if the Importer requests a formal entry when the shipment actually qualifies for an informal or de minimis entry on the consolidated manifest.	rate per shipment	20.00 EUR
CUSTOMS PHYSICAL INTERVENTION	The arrangement of a non-routine physical Customs inspection of a shipment involving either a full or partial unload. To include the marking or mutilation of samples.	rate per shipment	20.00 EUR
PREFERENTIAL ORIGIN	On shipper request, the preparation or provision of a Certificate of Origin/Proof of Preference or other similar forms by DHL 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 and/or compliance with trade barriers. Common examples are EUR1 and ATR.	rate per shipment	20.00 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 (working) days after the freight arrival date.	daily rate per shipment and kg	11.00 EUR per shipment, 0.22 EUR per kg/lb, after 3 days
BONDED TRANSIT	On customer's request, the transit of a shipment under customs bond. Can arise when delivering ship spares to a foreign ship at anchor, aircraft parts to an aircraft on ground or to a customer's own bonded warehouse. Can apply also when shipments move domestically from/to a Free Trade Zone.	rate per shipment	45.00 EUR
OTHER GOVERNMENT AGENCY	At request, DHL will arrange the completion of Veterinary, Health or Phytosanitary controls at the First Point of Entry in a country or a Customs Union, typically required when importing animal products, plants, seeds, or pharmaceutical products. For the US name is Other Government Agency (Border Controls)	rate per shipment	45.00 EUR
PERMITS & LICENCES	To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser devices, cosmetics, eyeglasses, food and food products, DHL is required to file specific information in order to obtain the required import permits or licenses.	rate per shipment	45.00 EUR
TEMPORARY IMPORT EXPORT	On customer request, DHL facilitates the temporary import/export of goods by submitting required documents such as an ATA Carnet and adhering to required clearance procedures as specified by Customs.	rate per shipment	45.00 EUR
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	80.00 EUR
DUTY TAX PROCESSING	This default service covers any import of a non-document shipment for which DHL has used its own credit line with Customs to advance or guarantee the payment of duties, taxes or regulatory charges on behalf of importers and consumers with whom DHL has no contract.	% of fiscal charges	5.00 EUR, if fiscal charges exceed 5.00 EUR 2.50% with minimum 14.50 EUR, if fiscal charges exceed 20.00 EUR
EXPORT PERMITS & LICENCES	To accelerate export of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser devices, cosmetics, eyeglasses, food products, DHL is required to file specific information in order to obtain the required export permits or licenses.	rate per shipment	20.00 EUR

- For more explanations and the most up-to-date information about our Additional Services and Surcharges, please refer to the DHL website <https://mydhl.express.dhl>.
- Charges for Extra and Optional Services are in addition to applicable transportation charges.
- Service availability is based on shipment and destination. Not all services are available for every shipment or in every country.
- All DHL services are subject to DHL Terms and Conditions as set forth on the waybill of the country of origin.