

## 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	At the 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. The duty tax payer will be invoiced an extra charge based on a flat rate or a percentage of the fiscal charges that were paid.	Per shipment	15 EUR minimum or 2% of fiscal charges, if higher
Duty Tax Receiver / Disbursement	This 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	Per shipment	10 EUR minimum or 2% of fiscal charges, if higher
Change of Billing	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	10.00
Address Correction	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	10.00
Verbal Notification	At shipper's request, a proactive notification service given by Customer Service verbally by phone at an agreed time and to a specific contact person, informing the customer on selected key transport events, incidents, or confirming delivery. The same information is available reactively through www.dhl.com and online eCom tools.	Per shipment	5.00
Extended Liability	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	4.00
Dedicated Pickup	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	Minimum 20,00 EUR or 0,45 EUR/kilo if higher
Dedicated Delivery	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 40,00 EUR or 0,45 EUR/kilo if higher

## 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. □ 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. Not applicable for domestic.	Rate per kg with minimum	Minimum 20,00 EUR or 0,45 EUR/kilo if higher
Dangerous Goods	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	80.00
Dry Ice UN1845	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	10.00
Biological UN3373	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	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 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	5.00
Limited Quantities	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	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 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	80.00
Lithium Batteries PI966, PI969	A fixed surcharge is applied to every piece, including a pallet, that exceeds the scale or volumetric weight of 70kg.	Per shipment	5.00
Over Weight 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	85.00
Over Sized Piece (surcharge applies to international shipments)	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. Not applicable for pieces below 30kg.	Per piece	60.00
Non stackable pallet	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 piece	185.00
Elevated Risk	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	20.00
Restricted Destination	This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills.	Per shipment	30.00
Data Entry	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.	Per shipment	5.00
Emergency Situation Surcharge (rates valid from 07th Nov 2021)			

Origin Country/Region	Destination Country/Region					
	Hong Kong <sup>1</sup> & China	Australia & New Zealand <sup>1</sup>	Asia <sup>2</sup>	Europe	Americas	Rest of World
China	0.90	2.00	0.90	1.25	2.00	0.90
Hong Kong <sup>1</sup>	0.90	2.00	0.90	1.25	2.00	0.90
Rest of Asia <sup>2</sup>	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.)

<sup>1</sup>Hong Kong and Macau.

<sup>2</sup>Rest 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.

\* All 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. $\text{Length} \times \text{Width} \times \text{Height (cm}^3) / \text{Standard Conversion Factor} = \text{Volumetric Weight (kg)}$

All Rates stated here are in EUR

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

Tariff Valid From

01.01.2022.