

OPTIONAL SERVICES AND SURCHARGES 2024

DHL EXPRESS



SERVICE	DESCRIPTION	RATES	DHL EXPRESS WORLDWIDE	DHL DOMESTIC EXPRESS	DHL ECONOMY SELECT
Prepare and package	- Shipment Preparation. Get an extra pair of hands with our pick & pack service. DHL will manage the process of waybill preparation, content selection, labelling and packaging, then sends the shipments to the designated addresses. Please contact your DHL account manager for details.	€ 25.00 per shipment	•	•	•
	- Plastic Flyers. DHL offers plastic flyer bags for documents in two sizes: <ul style="list-style-type: none"> • Standard/A4 (stack per 100 flyers) • Large/A3 (stack per 50 flyers) Reduce plastics? Try our 100% recyclable cardboard envelopes. A free of charge eco-friendly alternative.	€ 20.00 per stack	•	•	•
	- Bulk Packaging. Charges apply to all DHL standard and specialized packaging items, including plastic flyers provided in bulk or stacks.	Variable by packaging type and quantity	•	•	•
	DHL Express provides free of charge standard packaging materials such as various envelopes and boxes.	Free of charge via dhlexpress.nl	•	•	•
Insurance	- Shipment Insurance. Choose DHL insurance to send your valuable shipments with complete peace of mind. For a very attractive premium, you are fully covered to repair or replace your shipment in the event of physical loss or damage.	1% of value with minimum charge of € 11.00	•	•	•
	- Extended Liability. Extended liability will provide you with additional peace of mind and financial protection of €500.00 (including transport charges) for your document shipment in case of loss or damage.	€ 5.00 per shipment	•	•	
Pickup Options	- Dedicated Pickup. If your business needs a dedicated vehicle to collect unusual shipments, or a pickup outside normal business hours, we can arrange this.	€ 0.45 per kg, with a minimum charge of € 30.00	•	•	•
	- Saturday Pickup. One-time pickup of your shipment on Saturday. Having frequent shipments and require a regular Saturday pickup? Please contact your DHL account manager for details.	€ 30.00 per pickup	•	•	•
Duty Billing Services	- Duty Tax Paid. DHL can arrange billing for any duties and taxes payable at the destination to be directed to the shipper or a third party instead of the receiver. Charges apply whenever duties, taxes, or other regulatory fees are incurred, and the shipper has requested these to be billed outside of the destination country.	2% of the calculated VAT and duties, with a minimum charge of € 18.00	•	•	
	- Duty Tax Processing (non-account) 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 with whom DHL has no contract. An extra charge based on a minimum rate or a percentage of the fiscal charges that were advanced or guaranteed is billed to the duty/ taxpayer.	2% of the calculated VAT and duties, with a minimum charge of € 14.50	•		•
	- Duty Tax Processing (account) 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. Contractual agreement is required with DHL Express.	2% of the calculated VAT and duties, with a minimum charge of € 14.50	•		•

All rates are in Euros, excluding VAT, fuel surcharge and other surcharges, where applicable. All information subject to printing errors and price changes. DHL Express is constantly working to improve its services. If you have an inquiry, please contact our customer service via 088 - 0552 000. This is the overview of value added services and surcharges at the time of issue. Please refer to [dhlexpress.nl](https://www.dhlexpress.nl) for the most recent version. Prices valid until 31-12-2024.

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Delivery Options	- Neutral Delivery. This service allows for delivery of non-document shipments without any value of the product, such as gifts, being shared or exposed to the receiver.	€ 5.00 per shipment	•		•
	- Saturday Delivery. DHL Express offers Saturday delivery services to key cities in over 70 countries. To check availability, please contact our Customer Service team.	€ 40.00 per shipment	•	•	
	- Residential Address. Get alerts and scheduling options for home deliveries. Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL Express will proactively notify the receiver via SMS and/or email about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website.	€ 5.00 per shipment	•	•	•
	- 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 redirected, or delivered at an alternative address.	€ 5.00 per shipment	•	•	•
	- Adult Signature. When a adult signature is required to prevent minors from accepting deliveries of goods for legal or other reasons. This may apply to alcoholic beverages and tobacco products, but also movies or games for 18+, or other products for adults.	€ 5.00 per shipment	•	•	•
	- Proof of Delivery (POD). The proof of delivery for your shipment can be requested via dhl.com/express or via the DHL ProView track and trace application.	Free of charge	•	•	•
Additional Optional services	- GoGreen Plus. At customer request, DHL will reduce (inset) an estimated 30% CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF). The applicable charges are variable by weight and destination and are billed per shipment.	Destination dependent with a minimum charge of 0.18 EUR per kg	•		
	- GoGreen Carbon Reporting. Providing you various Carbon Footprint Reporting services. These reports are compliant with the EN16258 and GHG Protocol and include other greenhouse gas emissions and upstream emissions from the production and transport of energy and fuels needed for our logistics services.	Rates available upon request. Please ask your DHL account manager.	•	•	•
	- Change of Billing. At shipper's request, a change in billing by crediting one invoice and the re-invoicing of the same amount to a different account number than the one marked on the waybill.	€ 30.00 per invoice	•	•	•
	- Printed Invoice. If the shipper requests a hard copy invoice instead of electronic invoicing (DHL MyBill).	€ 5.00 per invoice	•	•	•
Additional Handling	- Overweight Piece. A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70kg.	€ 95.00 per (pallet) piece	•	•	•
	- Oversize Piece. A fixed surcharge to every item in excess of 120cm.	€ 50.00 per (pallet) piece	•	•	•
	- Non Stackable pallet. A fixed surcharge is applied to every pallet in a shipment that cannot be stacked, either on request or by nature of the shape, content or packaging of the goods on the pallet.	€ 275.00 per pallet piece	•	•	•
Data Correction	- Address Correction. If an incorrect delivery address is provided and the delivery cannot be completed, DHL temporarily places the shipment on hold until the address issue is resolved and delivery can take place.	€ 11.00 per shipment	•	•	•
	- Data Entry. As part of our GoGreen sustainability goals, we encourage our customers to provide shipping documentation online (digitally) instead of on paper. A surcharge applies to shipments created with a paper waybill, or that have not been created through a DHL shipping application.	€ 10.00 per shipment	•	•	•

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Customs Services	For all circumstances where more is required than the standard clearance procedure, DHL Express offers additional clearance services.				
	- Bonded Transit. Usually operated within a country when DHL is requested to move non-document foreign-origin goods under bond to a location other than the regular DHL gateway at destination, prior to final clearance by the importer or his designated broker. Bonded Transit may apply to both export and import shipments.	€ 48.00 per shipment	•		•
	- Multiline Entry. The clearance of a shipment or piece with multiple commodities or multiple origins for the same commodity. Fees apply when a shipment has 6 or more lines for entry.	€ 7.50 per line	•		•
	- Clearance Authorisation. Contacting the designated Importers who have specifically requested contact prior to customs clearance of the shipment. Using 'Clearance Authorization' in combination with 'Bonded Transit' or any other applicable surcharges means that both fees will be charged.	€ 38.00 per shipment	•		•
	- Preferential Origin. At request, DHL prepares a Certificate of Origin or other similar to certify the goods in a particular export shipment have been produced or manufactured in a particular country, allowing preferential rates of duty to be claimed at destination. Examples are EUR1, ATR1.	€ 10.00 per shipment	•		•
	- Bonded Storage. Storage charges apply when the shipment cannot be released by customs due to inaccurate or missing paperwork. Charges are effective three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.	€ 11.00 per day + € 0.22 per kg per day per shipment	•		•
	- Export Declaration. Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding € 1,000.00 or a certain weight. Depending on origin country, shippers that submit a declaration online may avoid the local charge.	€ 5.00 per shipment	•		•
	- Temporary Import/Export. At Customer's request, DHL facilitates the temporary import/export of goods. This involves submitting required documents, such as an ATA Carnet, and adhering to required clearance procedures as specified by Customs.	€ 45.00 per shipment	•		•
	- Permits and Licenses. To accelerate import of selected controlled commodities, DHL applies a charge for the preparation and submission of any entry necessary to clear Customs, or for the preparation of the necessary import paperwork to obtain the required import permits or licenses.	€ 50.00 per shipment	•		•
	- Broker Notification. At importers request, DHL will provide the paperwork to the customers designated broker to perform the import clearance and resume the delivery once the clearance is completed. Depending on the duration, 'Bonded Storage' fee can be charged as well.	€ 76.00 per shipment	•		•
- Other Government Agency. At importers request, DHL may arrange and prepare related paperwork for any bio, health, phytosanitary, veterinary, quarantine, CITES or similar control procedures required by a regulatory authority, to facilitate the clearance of a shipment into a country or Customs Union. The agency charges will subsequently be invoiced to the importer.	€ 400.00 per shipment	•		•	

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Dangerous Goods	- Dangerous Goods. Applies to fully regulated Dangerous Goods prepared in accordance with IATA DGR regulations for air shipments.	€ 100.00 per shipment	•	•	
	- Excepted Quantities. Applies to Excepted Quantities (EQ) in accordance with IATA DGR regulations for air shipments.	€ 10.00 per shipment	•	•	
	- Dry-ice UN 1845. Applies to Dry Ice shipments in accordance with IATA DGR regulations for air shipments.	€ 12.00 per shipment	•	•	
	- Consumer Commodities ID8000. Applies to consumer goods such as perfumes, aerosols, glue, and nail varnish covered by the IATA ID8000 regulations for air shipments.	€ 25.00 per shipment	•	•	
	- Lithium Ion / Lithium Metal. Applies to shipments containing Lithium Ion or Lithium Metal batteries Section II, compliant with the appropriate IATA Packing Instructions*. DHL does not accept recalled or defective Lithium batteries under any condition in the DHL air expressnetwork. *IATA Packing Instructions Section II - PI966, PI969	€ 5.00 per shipment	•	•	
	- ADR Load Exemptions. Applies to fully regulated Dangerous Goods in accordance with ADR regulations for road shipments up to 30 kg.	€ 100.00 per shipment		•	•
	- Limited Quantities. Applies to Limited Quantities (LQ) in accordance with ADR regulations for road shipments.	€ 25.00 per shipment		•	•
Security Services	- Elevated Risk. Shipping to a DHL destination operating at elevated risk due to continuous state of war, civil unrest, or threats from terrorism. Check on mydhl.express.dhl/nl for affected destination countries. If applicable, Exporter Validation can be charged in combination with Restricted Destination.	€ 30.00 per shipment	•		
	- Restricted Destination. Shipping to a destination country subject to trade restrictions imposed by the UN Security Council or national legislation such as the European Union (EU-EEAS) or the USA (US-OFAC). Check mydhl.express.dhl/nl for affected destination countries.	€ 30.00 per shipment	•		
Other Surcharges	- Fuel Surcharge. The fuel surcharge is based on monthly average spot prices for Kerosene/jet fuel (US gulf coast). Determined monthly and available at dhlexpress.nl	% of transportation charge and the following value add services and surcharges*	•	•	
	Based on the most suitable national measure of diesel prices. The surcharge is linked to the consumer price in local currency of diesel fuel inclusive of duties and taxes. Within Europe this is measured by the European Commission Directorate General for Energy and Transport and published in the Oil Bulletin. Determined monthly and available at: dhlexpress.nl	% of transportation charge and the following value add services and surcharges*			•
	* <i>Special Pickup/Delivery services, Saturday Delivery, Express 9:00 & 12:00 services, Remote Area surcharge, Elevated Risk, Over Weight Piece, Over Sized Piece, Non-Stackable Pallet, Emergency Situation & Demand surcharge.</i>				
	- Demand Surcharges. One or more Demand Surcharges will apply to shipments during a period of high demand. A period of high demand is to be 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 mydhl.express.dhl and will be subject to change upon prior notice. Demand Surcharges apply cumulatively if a shipment and/or individual pieces meet more than one of the specified criteria. Demand Surcharges apply in addition to the rates and any other applicable charges.	For the latest information, please refer to mydhl.express.dhl/nl	•	•	•
	- Emergency Situation. A temporary surcharge, which allows us to cover operating cost increases due to an emergency situation out of DHL's control. Change in market dynamics and air capacity availability is reflected through regular price adjustments.	For the latest information, please refer to mydhl.express.dhl/nl	•		
	- Remote Areas. For some domestic and international destinations, an additional inbound/outbound fee is charged because it is in a remote or hard-to-reach area. An overview of these areas is available via our Customer service or on mydhl.express.dhl/nl .	€ 0.50 per kg, with a minimum charge of € 21.00 per shipment	•	•	•

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