

Extra Services and Surcharges 2027

Service and description

Prepare and packaging	Charge	DHL Express Worldwide	DHL Domestic Express	DHL Economy Select
- **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	•	•	•
- **DHL Polybag.** DHL Express Polybags are durable plastic document bags in a standard A4 size. They are supplied in bundles of 100 pieces. Reduce plastic use? Choose our 100% recyclable cardboard envelopes – the free of charge and more sustainable alternative.	€ 20.00 per stack	•	•	•
- **Bulk Packaging.** For larger shipping volumes, a range of standard and specialized DHL Express packaging supplies is available in bulk or stacks. Charges may apply, depending on the packaging type and quantity.	Variable by packaging type and quantity	•	•	•
Insurance	**Charge**			
- **Shipment Insurance.** We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss to goods in transit. The service is subject to specific limitations and exclusions as described in our Terms and Conditions.	1% of value with minimum charge of € 11.00	•	•	•
- **Extended Liability.** If you are sending valuable documents such as passports, visa applications or regulatory certificates, you can extend the coverage beyond the standard DHL liability described in our Terms and Conditions. In the event of full or partial loss of a document shipment, a fixed compensation of € 500.00 (including transport charges) will be paid, regardless of the document's replacement cost.	€ 5.00 per shipment	•	•	
Pickup options	**Charge**			
- **Dedicated Pickup.** If your business needs a dedicated vehicle to collect unusual shipments, or a pickup outside normal business hours, we can arrange this.	€ 0.50 per kg, with a minimum charge of € 30.00	•	•	•
- **Saturday Pick-up.** In selected countries, DHL can arrange an ad-hoc Saturday pickup for smaller shipments up to 25 kg. The service is available for selected postal codes only. For further details, contact Customer Service.	€ 30.00 per shipment	•		
Delivery options	**Charge**			
- **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 offers Saturday delivery services 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.** DHL will obtain a delivery signature from an adult at the stipulated delivery address. 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	•	•	•
- **Verified Delivery.** On shipper request, DHL will verify the delivery of a shipment to the authorized receiver, through a unique authentication, in form of a QR code. Contractual agreement required.	€ 5.00 per shipment	•	•	•
- **Proof of Delivery (POD).** The proof of delivery for your shipment can be requested via dhlexpress.nl or via the DHL ProView track and trace application.	Free of charge	•	•	•

All rates are in euros and exclude VAT, Fuel Surcharge and other applicable surcharges. Rates are valid from 1 January 2027. DHL Express Terms and Conditions apply. See mydhl.express.dhl for details. For questions, feel free to contact our Customer Service at 088 - 0552 000.

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Service and description

Additional handling	Charge	DHL Express Worldwide	DHL Domestic Express	DHL Economy Select
- **Non Stackable pallet.** This fixed surcharge is applied to every pallet within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging material. Additional Handling Surcharges may also apply.	€ 325.00 per pallet	•	•	•
- **Overweight Piece.** A fixed surcharge is applied to every piece, including a pallet, that exceeds a scale or volumetric weight of 70 kg.	€ 105.00 per piece	•	•	•
Additional Handling Surcharges. Additional charges apply for extra handling due to dimensions, weight or packaging.				
- **Dimension (OSP).** A fixed surcharge applies to every piece, including a pallet, if its longest side exceeds 100 cm or its second-longest side exceeds 80 cm.	€ 21.00 per piece	•	•	•
- **Weight (NCP).** A fixed surcharge applies to every piece with an actual weight of 25 kg up to 70 kg.	€ 21.00 per piece	•	•	•
- **Packaging (IRR).** This surcharge applies to any piece that meets one or more of the following criteria: • Is not fully enclosed in an outer shipping container • Is packaged in materials other than corrugated cardboard, such as metal, wood, leather, hard or soft plastic, or expanded polystyrene foam • Is wrapped in shrink wrap or stretch wrap • Has a round or cylindrical shape, such as buckets, cans, drums, tires, or barrels • Includes wheels, handles, straps, or where the contents protrude beyond the packaging • Has the potential to become entangled with or cause damage to other packages or the DHL handling systems Additional Handling does not apply to pieces already subject to Overweight Piece surcharge.	€ 21.00 per piece	•	•	•
Data correction	**Charge**			
- **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.	€ 11.00 per shipment	•	•	•
- **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.	€ 10.00 per shipment	•	•	•
Duty Billing Services	**Charge**			
- **Duty Tax Paid.** DHL can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever duties, taxes or other regulatory fees occur, and shipper has requested that those are to be billed outside of the destination country.	2% of fiscal charges with minimum of € 18.00	•		•
- **Duty Tax Processing (account)** DHL will accelerate the customs clearance initiating the payment process of duty and tax charges relating to a shipment. The receiver is invoiced for the duty and tax amount, allowing payment to be deferred until a mutually agreed date.	2% of fiscal charges with minimum of € 15.00	•		•
- **Duty Tax Processing (non-account)** Applies when DHL processes import duties, taxes, or other regulatory charges on behalf of customers who do not hold a DHL account number.	2% of fiscal charges with minimum of € 16.50	•		•

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Service and description

Customs services	Charge	DHL Express Worldwide	DHL Domestic Express	DHL Economy Select
- **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.	€ 45.00 per shipment	•		•
- **Permits and Licenses.** To accelerate import of selected commodities, such as medical devices, pharmaceuticals, computer monitors, laser devices, cosmetics, eyeglasses, food and food products, DHL is required to file specific information to obtain the required import permits or licenses.	€ 50.00 plus cost of certificate	•		•
- **Preferential Origin.** At the shipper's request, DHL processes a Certificate of Origin or similar document, allowing preferential import duties to be claimed, such as through EUR1 or ATR.	€ 10.00 per shipment	•		•
- **Clearance Processing.** Applies where additional cost is incurred for importing shipments in alignment with government agency requirements.	€ 10.00 per shipment	•		•
- **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.	€ 20.00 per shipment	•		•
- **Bonded Storage.** Storage charges apply when the shipment cannot be released by Customs. Charges take effect three calendar days after the freight arrival date. The charges apply to the duty and tax payer.	€ 11.00 per shipment and € 0.50 per kg (both per day after three calendar days)	•		•
- **Bonded Transit.** Applies to both export and import shipments whenever DHL is required to open, manage or report any form of transfer under bond.	€ 48.00 per shipment	•		•
- **Multiline Entry.** Charges apply when more than 5 tariff lines are recorded on the customs clearance, for example with different commodities or different countries of manufacture.	€ 7.50 per line	•		•
- **Broker Notification.** On importer's 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.	€ 76.00 per shipment	•		•
- **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.	€ 400.00 plus cost of certificate	•		•
- **Clearance Authorization.** Applies when the designated importer has specifically requested to be contacted by DHL before customs clearance is initiated. Contractual agreement required.	€ 38.00 per shipment	•		•
- **Temporary Import/Export.** On Customer's request, DHL facilitates the temporary export and subsequent re-import of goods from the origin country, or the temporary import and later re-export of goods at the destination. These services are typically provided for purposes such as repairs, testing, exhibitions, or similar activities, and are carried out in compliance with customs regulations through the submission of all required documentation and adherence to the relevant clearance procedures.	€ 45.00 per shipment	•		•
- **Export Declaration.** Applies when an export declaration is required for controlled goods, a shipment value of €1,000 or more, or due to weight. Where possible, the shipper can avoid the surcharge by submitting the declaration online. For IMP billing, the surcharge is charged to the payer of the transportation costs.	€ 10.00 per shipment	•		•
- **Post Clearance Modification.** If requested by Customs Authorities or the importer/exporter, DHL may add or modify data declared to Customs Authorities for clearance purposes. This includes data such as declared values, classification of the goods and importer details, based on documentary evidence gathered from or confirmed by the importer or exporter.	€ 80.00 per shipment	•		•

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Dangerous Goods	Charge	DHL Express Worldwide	DHL Domestic Express	DHL Economy Select
A special agreement with DHL Express is required before shipping dangerous goods.				
- **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.	€ 100.00 per shipment	•	•	
- **Excepted Quantities.** This fixed surcharge is applied when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	€ 10.00 per shipment	•	•	
- **Dry-ice UN 1845.** A surcharge is applied when the transportation of shipments involves handling Dry Ice UN1845 as a freezing agent for non-dangerous goods such as diagnostic specimens.	€ 12.00 per shipment	•	•	
- **Consumer Commodities 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).	€ 25.00 per shipment	•	•	
- **Lithium Batteries Section II.** A service charge will be assessed on Lithium-Ion and Lithium-Metal batteries **with** equipment. Packaging must be compliant with the appropriate IATA Packing Instruction (PI) 966 (for Lithium-Ion), 969 (for Lithium-Metal) Section II and is accepted from approved shippers only. Shipments containing Lithium-Ion or Lithium-Metal batteries **in** equipment are accepted only in compliance with the appropriate IATA Packing Instruction (PI) 967, Section II and 970, Section II, respectively. DHL Express will **not accept** any shipment that is known or suspected to contain defective or damaged batteries.	€ 5.00 per shipment	•	•	
- **ADR Load Exemptions.** A charge is incurred when shipping involves handling items and substances classified as dangerous goods according to ADR, and these exceed the limit defined for ADR Limited Quantities. Each shipment must not surpass the limits specified in ADR 1.1.3.6.	€ 100.00 per shipment		•	•
- **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 and are accepted from approved Shippers only.	€ 25.00 per shipment		•	•
Security Services	**Charge**			
- **Elevated Risk.** A surcharge is applied when shipping to or importing from a destination country, DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism. Affected countries (subjected to change) can be found on mydhl.express.dhl/nl.	€ 2.00 per kg with minimum of € 2.00 per shipment	•		
- **Restricted Destination.** A surcharge applies when shipping to or importing from a destination country that is subject to specific trade restrictions imposed by the UN Security Council or by national legislation such as the European Union or the US Office of Foreign Assets Control (OFAC). Affected countries (subjected to change) can be found on mydhl.express.dhl/nl.	€ 30.00 per shipment	•		

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Additional optional services	Charge	DHL Express Worldwide	DHL Domestic Express	DHL Economy Select
- **Change of Billing.** This applies when a Customer requests a change of defined billing information on an already issued invoice, which will result in a reissuing of the invoice and, in case of an account change, crediting of the old account and debiting of the new account.	€ 30.00 per shipment	•	•	•
- **Printed Invoice.** This service is for Customers who require a paper invoice where e-billing is the agreed standard. This service provides flexibility for a different invoicing method than what is already agreed.	€ 5.00 per invoice	•	•	•

Other surcharges	Charge			
- **Fuel Surcharge.** The Jet Fuel surcharge is an index-based surcharge that is adjusted weekly. It is based on the weekly U.S. Gulf Coast (USGC) spot prices for kerosene-type jet fuel, as published by the U.S. Energy Information Administration (EIA). The applicable Fuel Surcharge reflects DHL's fuel index methodology.	% of transportation charge and the following Extra Services* (where applicable)	•		
- The Diesel Fuel surcharge is an index-based surcharge that is adjusted weekly. It is based on the weekly spot prices for ultra-low sulfur diesel (ULSD), as published by the U.S. Energy Information Administration (EIA). The applicable Fuel Surcharge reflects DHL's fuel index methodology.	% of transportation charge and the following Extra Services* (where applicable)		•	•
Example: The Fuel Surcharge applicable for the week of 22–28 June is determined using the most recently published weekly USGC kerosene-type jet fuel and ULSD prices available prior to that week. If the reported fuel pricing information is delayed, DHL may use reported fuel pricing information from an earlier week. *The Fuel Surcharge applies to transportation charges and, where applicable, additional services and surcharges. View the current Fuel Surcharge rates at mydhl.express.dhl.* ** Dedicated Delivery & Pickup, Demand Surcharge, Elevated Risk, Emergency Situation, Non-Stackable Pallet, Additional Handling, Overweight Piece, Residential Address, Remote Area Delivery & Pickup, Saturday Delivery & Pickup*				
- **Demand Surcharge.** This surcharge may apply to shipments during periods of high demand. Such periods are determined by DHL at its sole discretion and may include times of increased demand for shipping services or elevated operational costs. Details regarding the application of the Demand Surcharge are available on the DHL website and may be updated from time to time with prior notice. The Demand Surcharge is applied in addition to standard shipping rates and any other applicable charges.	Variable by lane and weight, please refer to mydhl.express.dhl/nl	•	•	•
- **Emergency Situation.** A temporary surcharge, which allows us to cover operating cost increases due to an emergency out of DHL's control. Change in market dynamics and air capacity availability is reflected through regular price adjustments. The charge will be applied pro rata based on the chargeable weight (billing weight) of a shipment.	Variable by lane and weight, please refer to mydhl.express.dhl/nl	•		
- **Remote Areas.** This surcharge applies when a shipment is delivered or imported from a location that is distant or difficult to serve. 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 € 25.00 per shipment	•	•	•
- **GoGreen Plus.** At the customer's request, DHL helps reduce the CO_2e emissions associated with shipments using sustainable fuels. This includes Sustainable Aviation Fuel (SAF) for air transport and, where available, Sustainable Road Fuels (SRF), such as Hydrotreated Vegetable Oil (HVO), for road transport. Emission reductions are allocated at the selected reduction level using recognized insetting and book-and-claim approaches. GoGreen Plus is activated for you by default. Alternative reduction levels are available on a contractual basis only. Please contact your Sales Representative for further information.	Variable by destination and service.	•		•
- **GoGreen Carbon Reporting.** Get insight into the CO_2 emissions of your DHL Express shipments. The DHL GoGreen Dashboard complies with the GHG protocol and European standard EN16258 and is certified by auditor SGS. For more information about DHL's global efforts to reduce emissions, see our latest ESG report.	Please ask your DHL account manager.	•	•	•

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