

# OPTIONAL SERVICES AND SURCHARGES 2025

DHL EXPRESS





			DHL EXPRESS WORLDWIDE	DHL DOMESTIC EXPRESS	DHL ECONOMY SELECT
SERVICE	DESCRIPTION	RATES			
Prepare and packaging	- <b>Shipment Preparation.</b> 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	•	•	•
	- <b>Plastic Flyers.</b> DHL offers plastic flyer bags for documents in two sizes:  • 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	•	•	•
	- <b>Bulk Packaging.</b> 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 <a href="https://www.dhl.com/en/express">dhl.com</a>	•	•	•
Insurance	- <b>Shipment Insurance.</b> 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	•	•	•
	- <b>Extended Liability.</b> 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	- <b>Dedicated Pickup.</b> 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	•	•	•
	- <b>Saturday Pickup.</b> 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	- <b>Duty Tax Paid.</b> 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	•		•
	- <b>Duty Tax Processing (non-account)</b> 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 € 16.50	•		•
	- <b>Duty Tax Processing (account)</b> 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	•		•

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Delivery Options	- <b>Neutral Delivery.</b> 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	•		•
	- <b>Saturday Delivery.</b> DHL Express offers Saturday delivery services in over 70 countries. To check availability, please contact our Customer Service team.	€ 40.00 per shipment	•	•	
	- <b>Residential Address.</b> 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	•	•	•
	- <b>Direct Signature.</b> 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	•	•	•
	- <b>Adult Signature.</b> 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	•	•	•
	- <b>Proof of Delivery (POD).</b> The proof of delivery for your shipment can be requested via <a href="https://www.dhl.com/express/nl">dhlexpress.nl</a> or via the DHL ProView track and trace application.	Free of charge	•	•	•
Additional Optional services	- <b>Change of Billing.</b> 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	•	•	•
	- <b>Printed Invoice.</b> If the shipper requests a hard copy invoice instead of electronic invoicing (DHL MyBill).	€ 5.00 per invoice	•	•	•
Additional Handling	- <b>Non Stackable pallet.</b> 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.	€ 300.00 per pallet	•	•	•
	- <b>Overweight Piece.</b> A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70kg.	€ 95.00 per piece	•	•	•
	- <b>Oversize Piece.</b> A fixed surcharge to every item in excess of 100cm.	€ 20.00 per piece	•	•	•
	- <b>Non-Conveyable Piece.</b> This surcharge applies to any piece with an actual weight between 25 kg and 70 kg. The surcharge does not apply to pieces already subject to Overweight or Oversize Piece surcharge.	€ 20.00 per piece	•	•	•
Data Correction	- <b>Address Correction.</b> 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	•	•	•
	- <b>Data Entry.</b> 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	•	•	•

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Customs Services	For all circumstances where more is required than the standard clearance procedure, DHL Express offers additional clearance services.				
	- <b>Bonded Transit.</b> Upon request, the transit of a shipment under customs bond. This applies to both export and import shipments whenever DHL needs to open, manage, or report any type of bonded transfer.	€ 48.00 per shipment	•		•
	- <b>Multiline Entry.</b> 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	•		•
	- <b>Clearance Authorisation.</b> 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	•		•
	- <b>Preferential Origin.</b> 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	•		•
	- <b>Bonded Storage.</b> 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	•		•
	- <b>Export Declaration.</b> 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	•		•
	- <b>Temporary Import/Export.</b> 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	•		•
	- <b>Permits and Licenses.</b> 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	•		•
	- <b>Broker Notification.</b> 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	•		•
	- <b>Other Government Agency.</b> On 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 per shipment	•		•
	- <b>Post Clearance Modification.</b> 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.	€ 80.00 per shipment	•		•

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Dangerous Goods	A special agreement with DHL Express is required before shipping dangerous goods.				
	- <b>Dangerous Goods.</b> Applies to fully regulated Dangerous Goods prepared in accordance with IATA DGR regulations for air shipments.	€ 100.00 per shipment	•	•	
	- <b>Excepted Quantities.</b> Applies to Excepted Quantities (EQ) in accordance with IATA DGR regulations for air shipments.	€ 10.00 per shipment	•	•	
	- <b>Dry-ice UN 1845.</b> Applies to Dry Ice shipments in accordance with IATA DGR regulations for air shipments.	€ 12.00 per shipment	•	•	
	- <b>Consumer Commodities ID8000.</b> 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	•	•	
	- <b>Lithium Ion / Lithium Metal.</b> 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. <i>*IATA Packing Instructions Section II - PI966, PI969</i>	€ 5.00 per shipment	•	•	
	- <b>ADR Load Exemptions.</b> Applies to Dangerous Goods carried by road transport that exceed the limits set by ADR Limited Quantity regulations.	€ 100.00 per shipment		•	•
	- <b>Limited Quantities.</b> Applies to Limited Quantities (LQ) in compliance with ADR regulations and which are restricted from air transportation. Such dangerous goods are restricted to no more than 30 kg per piece.	€ 25.00 per shipment		•	•
Security Services	- <b>Elevated Risk.</b> Shipping to a DHL destination operating at elevated risk due to continuous state of war, civil unrest, or threats from terrorism. Check on <a href="https://mydhl.express.dhl/nl">mydhl.express.dhl/nl</a> for affected destination countries. If applicable, Exporter Validation can be charged in combination with Restricted Destination.	€ 30.00 per shipment	•		
	- <b>Restricted Destination.</b> 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 <a href="https://mydhl.express.dhl/nl">mydhl.express.dhl/nl</a> for affected destination countries.	€ 30.00 per shipment	•		

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Other Surcharges	<b>- Fuel Surcharge.</b> The jet fuel surcharge is based on the average spot prices for US Gulf Coast (USGC) kerosene jet fuel. Determined monthly and available at <a href="https://www.dhl.com/express/nl">dhlexpress.nl</a>	% of transportation charge and the following value add services and surcharges*	•	•	
	The diesel fuel surcharge is based on the average spot prices for US Gulf Coast (USGC) Ultra-Low-Sulfur No. 2 Diesel Fuel. Determined monthly and available at: <a href="https://www.dhl.com/express/nl">dhlexpress.nl</a>	% of transportation charge and the following value add services and surcharges*			•
	<i>* Dedicated Pickup &amp; Delivery, Demand Surcharge, Elevated Risk, Emergency Situation, Non-Conveyable Piece, Non-Stackable Pallet, Oversize Piece, Overweight Piece, Residential Address, Remote Area surcharges, Saturday Delivery.</i>				
	<b>- Demand Surcharges.</b> 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 <a href="https://mydhl.express.dhl">mydhl.express.dhl</a> 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 <a href="https://mydhl.express.dhl/nl">mydhl.express.dhl/nl</a>	•	•	•
	<b>- Emergency Situation.</b> 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 <a href="https://mydhl.express.dhl/nl">mydhl.express.dhl/nl</a>	•		
	<b>- Remote Areas.</b> 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 <a href="https://mydhl.express.dhl/nl">mydhl.express.dhl/nl</a> .	€ 0.50 per kg, with a minimum charge of € 22.00 per shipment	•	•	•
	<b>- GoGreen Plus.</b> With this service, DHL reduces approximately 30% of the CO <sub>2</sub> emissions from your air freight shipments by purchasing more sustainable aviation fuel (SAF). GoGreen Plus supports reduction targets for Scope 3 according to SBTi standards. SGS annually audits the process to ensure compliance with regulations and standards. This service is activated for you by default. On a contractual basis, we offer customized solutions where you can agree on alternative CO <sub>2</sub> reduction levels.	Destination dependent with a minimum charge of 0.18 EUR per kg	•		
	<b>- GoGreen Carbon Reporting.</b> Get insight into the CO <sub>2</sub> 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 <a href="#">ESG report</a> .	Please ask your DHL account manager.	•	•	•

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