



DHL EXPRESS

SERVICE & RATE GUIDE 2022

POLAND

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CONNECTING YOUR WORLD



Operating in
220+ countries and territories worldwide

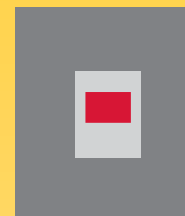
280+ aircraft



3,200+
facilities

2,200+
flights per day

370+
TAPA* certifications



By the year 2050, Deutsche Post DHL Group aims to achieve net zero emissions logistics

MISSION 2050
ZERO EMISSIONS
GOGREEN

484 million+
shipments per year

37,700+
vehicles



111,000
employees

100,000+
Service Points

DEAR CUSTOMER

Welcome to the 2022 Service and Rate Guide! Use this guide to learn about how DHL Express products, services and tools can meet your logistics needs. DHL Express is the global market leader and a specialist in Time Definite International (TDI) shipping and courier delivery. We have been building and continuously improving for over 50 years through our team of 111,000 Certified International Specialists, helping more than 2.7 million customers globally.

The Can Do attitude of our International Specialists has been tested like never before by COVID-19 and its impact on a global economy that is underpinned by complex international supply chains. We are honored to say DHL Express is playing a part to deliver vaccines by seamlessly managing and executing multiple supply chains without cold chain interruptions or security incidents; together with our other group business units, DHL has safely delivered **over 1 billion COVID-19 vaccine doses to over 160 countries since December 2020**, thus playing a key role in the global vaccination roll-out.

Across our parent company DPDHL, we are doing everything we can to stabilise our customers' supply chains and ensure business continuity: read about this in our white paper on [Pandemic Resilience](#).

At the same time, we look to the future which we see as bright. Four key themes inform our Strategy 2025, that we believe will impact our customers. First, **globalization** will remain a key trend and logistics its key enabler. The COVID-19 crisis has shown how indispensable international connections are for the global economy and people's livelihoods. Second, **online trade** is growing faster than ever before, in both the B2C and B2B sectors. Our white paper 'The Ultimate B2B E-commerce Guide: Tradition is out. Digital is in.' shows that by 2025, 80% of all B2B sales interactions between suppliers and professional buyers will take place on digital channels. Third, **digitalization** is transforming how consumers and industries embrace new technologies. At DHL Express we provide our customers with state-of-the-art shipping tools – find out more on [page 18](#) and visit [mydhl.express.dhl](#).

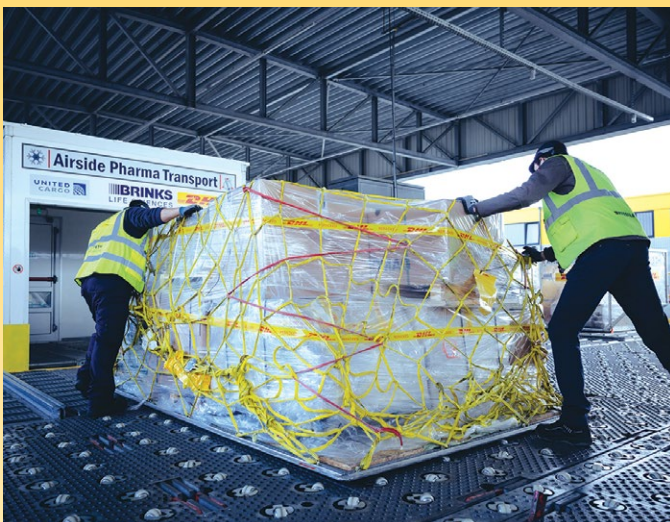
Fourth, **sustainability and Environmental, Social and Governance strategy (ESG)** considerations are embedded in DHL Express. Learn about what we are doing in this area on [page 4](#) and on our [Sustainability portal](#).

As your Logistics Partner of Choice, in 2021 we invested more than €1 billion globally to enhance our infrastructure and network. In Poland, we are investing in environmentally neutral forms of delivery. That is why in 2021 we started to implement electric vans and electric cargo bikes, which will ensure high quality service and care for the environment.

We look forward to actively supporting you in making your business successful. Please reach out to us on [mydhl.express.dhl](#), by calling Customer Service on +48 42 6 345 100 or reach DHL Express management team directly through this dedicated form: [mydhl.express.dhl](#).

Sincerely,

Tomasz Buraś
Country Manager
DHL Express Poland



SUSTAINABILITY

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OUR SUSTAINABILITY ROADMAP

Everything we do is to serve one purpose: **Connecting people, improving lives.** To fulfil this purpose we need to make every dimension of our business sustainable, and we have clear ambitions in these focus areas:



Clean operations for climate protection

- Green last mile and line-haul
- Leader in sustainable aviation
- Carbon neutral buildings by default
- Most comprehensive portfolio of green products



Great company to work for all

- Attract and retain the best talent
- Strong 'Safety First' culture
- Diverse and inclusive workplace



Highly trusted company

- Compliance as an integral part of daily business
- Effective governance set-up across our organization
- Like-minded and compliant suppliers and partners

Click [here](#) for more about Sustainability at DPDHL and case studies

OUR KEY TARGETS FOR 2030

<29
million

Reduction in our greenhouse gas emissions to under 29 million tonnes by 2030

€7
billion

Investment in green technologies by 2030

SBTi

Commitment to Science-Based Targets initiatives

OUR CLIMATE PROTECTION COMMITMENTS

We are committed to offering the most comprehensive portfolio of green products and solutions in the industry. We believe that together with our customers, we can create a significant positive impact on our environment. We will invest €7 billion by 2030 in clean operations.

1. Green last-mile and line-haul

We are decarbonizing logistics services by using sustainable aviation fuels, energy and low carbon technologies.



Electrify 60% of last-mile delivery vehicles and increase share of sustainable fuels in line haul to more than 30% by 2030.

2. Leader in sustainable aviation

We are supporting and investing in the latest technologies, both for our own operations and for reducing the emissions footprint for our customers.



Support innovative technologies and foster green product offerings.

3. Carbon neutral buildings

We aim to leverage the latest green technologies to have carbon neutral buildings across our businesses worldwide.



Design 100% of all new buildings to be carbon neutral.

4. Green product portfolio

We are helping our customers to reduce emissions in every part of the logistics value chain and achieve their sustainability targets.



Offer green alternatives for 100% of all core products and solutions.

Click [here](#) to find out how to benefit from our green products

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Our core services are time definite and offer you secure door-to-door delivery of goods and documents to and from virtually every country and territory. Whether you need your shipments delivered at the start, middle or end of a business day, our services offer full track-and-trace visibility so you always know where your shipments are.

EXPORT SERVICES

DHL Express Worldwide

Our most popular product, DHL Express Worldwide, offers an end of business day delivery service around the world for pieces up to 70kg and shipments up to 1,000kg.

DHL Express Envelope

International door-to-door delivery of lightweight document shipments – weight up to 300 grams – by the end of the next possible business day. Packaging envelope and GoGreen Climate Neutral service included in the price.



DHL Medical Express

Excellent service for medical and health industry. Includes shipment and priority handling of category B biological materials (UN 3373). Medical Express shipments are monitored 24/7 via Global Quality Centers, ensuring all necessary steps are taken.

DHL Economy Select

A reliable economy service for international road shipments, designed for single or multi-piece shipments and pallets in Europe. Affordable prices for a convenient door-to-door service, strictly keeping to deadlines. DHL Economy Select is the ideal choice for less urgent shipments.

Our international services at a glance

	DHL Express Worldwide	DHL Express Envelope	DHL Medical Express	DHL Economy Select
Service description	Delivery by the end of the next possible business day	Delivery by the end of the next possible business day	Priority delivery in the shortest possible time	Priority delivery in the shortest possible time
Money-back guarantee	No	Yes*	Yes*	No
Countries and territories covered	More than 220	More than 220	174	30
Delivery attempts	2	2	2	2
Maximum piece weight (not on pallet)	70kg	0.3kg	30kg	70kg
Maximum pieces per shipment	99	-	99	99
Maximum piece dimensions (L x W x H)†	120 x 80 x 80cm	32 x 24cm	120 x 80 x 80cm	120 x 80 x 80cm
Maximum pallet weight	300kg	Pallets not accepted	Pallets not accepted	1,000kg
Maximum shipment weight	<1,000kg	0.3kg	300kg	<1,000kg
Maximum pallet dimensions (L x W x H)	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted	300 x 200 x 180cm

*Additional terms and conditions apply – see mydhl.express.dhl for details.

†A shipment is deemed unacceptable if its packaging is absent or inadequate, or if transporting the shipment would present risks of damaging equipment, other packages or injuring personnel. DHL reserves the right to either not accept or return the shipment to the shipper. These network restrictions are subject to change with 30 days' notice.

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IMPORT SERVICES

With our DHL Express Worldwide Import product, you can import shipments from over 220 countries and territories in the world. This is more than any other express delivery company can offer. What's more, customers in, say, the USA can order an import from China not just to the USA, but to other destinations as well. We call this a third country shipment.

There is no need for local brokers or forwarders to get involved in any part of the process. You are in full control, and able to manage all aspects of your imports in a very simple way.

If you need a faster delivery, our DHL Express 9:00 and DHL Express 12:00 services are available for imports as well, as is our DHL Economy Select Import service for less urgent shipments throughout Europe. You can order an import from another country, to be delivered to your country or any other destination, by using our dedicated electronic shipping solution for imports. You will have one account number, one invoice in a single currency and a fixed price that means you know exactly what you will pay.

DHL Import Medical Express

Excellent service for medical and health industry. Includes shipment and priority handling of category B biological materials (UN 3373). Medical Express shipments are monitored 24/7 via Global Quality Centers, ensuring all necessary steps are taken.

DHL Import Express Worldwide

Regular import of spare parts, samples, finished goods or other items, requires comprehensive solutions for you. With DHL Import Express Worldwide we can pick up your shipments from 220 countries and deliver them on the next day or the next possible business day. We also offer delivery by 9:00 and delivery by 12:00 services with guarantee full transport costs refund.†

DHL Express Worldwide Import 3rd Country DHL Economy Select Import 3rd Country

Should a customer need to send a shipment between two countries, or inside one country†† (applies only to DHL Import Express Worldwide 3rd Country), without repacking in Poland, it is possible to use the third country option. It enables payment for the service in Poland with a DHL Import Express account.

DHL Import Economy Select

A reliable economy service for international road shipments, designed for importing single or multi-piece shipments and pallets in Europe. Affordable prices for a convenient door-to-door service, strictly keeping to deadlines.

†According to DHL conditions of cost refund.

††Shipments sent inside one country will be charged based to DHL WORLDWIDE EXPRESS IMPORT 3RD COUNTRY standard pricelist without any discount. For the aforementioned DHL Express services, general terms and conditions available at mydhl.express.dhl are applied.



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POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

Discover and grow

Visit discover.dhl.com to learn more about how DHL helps e-commerce companies ranging from start-ups to large enterprises, advising them on how to grow internationally. Our e-commerce focussed country guides, white papers such as 'The Ultimate B2B E-Commerce Guide', customer and trend research and market intelligence tools can enable you to better understand your customers and their shipping requirements to take the next step in your e-commerce journey.



We help our customers go global with ease and speed to maximize the enormous potential of international e-commerce.

International e-commerce

The explosion in online shopping extends across borders, and this trend looks set to continue. DHL supports our customers' international growth with:

- Global reach
- Express delivery options
- Flexible delivery options for receivers (see 'On Demand Delivery' below)
- Duty billing options and customs expertise
- Consultative advice for our customers on how to increase sales and grow cross-border

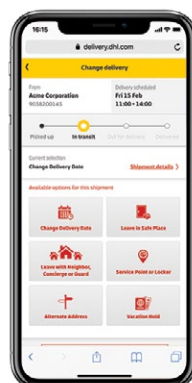
Fast, flexible and easy

Consumers expect everything 'on demand' – anytime, anywhere. DHL shipping options give customers a distinct competitive edge: over 90% of online consumers look at the available delivery options before going to the checkout, and their decision is influenced by delivery speed, flexibility and ease.

ON DEMAND DELIVERY

DHL's On Demand Delivery tool keeps receivers informed of shipment progress, allowing them to reschedule, reroute, release or conveniently collect from a DHL Service Point. It is an innovative, easy-to-use, mobile-friendly service, especially for residential deliveries.

Designed to enhance the online shopper's experience, the service is available globally, meaning consistent service standards and a harmonized user experience.



Scheduled delivery



Signature release/
leave your signature



Leave with neighbor
or concierge



Collect from
Service Point



Alternative address



Vacation hold

ondemand.dhl.com

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OPTIONAL SERVICES

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DHL Express offers a wide range of optional services – from non-standard deliveries and billing options to climate neutral shipping. You have the flexibility to choose the best service for your needs with our express delivery services worldwide.

Delivery service by 9:00 (10:30 to the USA)

Delivery service by 9:00 (10:30 to the USA) on the next day or on the next possible business day is offered to the majority of business centers in Europe, Africa, Asia and the Americas. DHL Express 9:00 features a money-back guarantee in accordance with DHL Express conditions of cost refund[†] and is suitable for pieces up to 30kg and shipments up to 300kg.

Delivery service by 12:00

Delivery service by 12:00 on the next day or on the next possible business day. DHL Express 12:00 offers a money-back guarantee in accordance with DHL Express conditions of cost refund[†] and allows for heavier pieces up to 70kg and shipments up to 300kg.

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. DHL's Shipment Insurance meets the general requirements for loss and damage to goods in transit. Physical loss or damage of goods is covered, subject to specific limitations and exclusions as described in our Terms and Conditions, Section 8[†].

Extended Liability

Upon a customer's request, this service extends standard DHL Express liability, as described in services general terms and conditions[†], when sending valuable documents such as passports or visa applications. In case of loss or damage of such documents, it provides coverage and compensation in the fixed amount of 1,700 PLN.

GoGreen Climate Neutral

This service is for customers who need a reliable method to calculate their annual carbon emissions at a shipment level and subsequently offset these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the Société Générale de Surveillance (SGS). DHL can also provide reports for either a high level estimate or a detailed carbon footprint. Contact Customer Service or your Sales Representative to learn more.

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. Electronic notifications such as emails or text messages generated through shipping tools via self service or arranged by CS through other systems remain free of charge.

Proof of Delivery (POD)

At sender's request, proof of delivery (a document with scanned receiver's signature) is handed to the Sender. Payable service available at DHL Express Customer Service – International Shipments. Service available for up to 90 days from the date of delivery.

Electronic Proof of Delivery (ePOD)

Service enabling confirmation of delivery in the form of an electronic document with the scan of recipient's signature. Available for free in the DHL ProView tool and at mydhl.express.dhl. Service available for up to 90 days from the date of delivery.

Residential Address

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 email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website: ondemand.dhl.com.

Duties and Taxes Paid (DTP)

To make exporting your shipment even easier, DHL Express 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 the shipper requests that duties, taxes or other regulatory fees be paid outside of the destination country.

Saturday Pickup

At shipper's request, an ad-hoc pickup of a shipment up to 300kg and pieces up to 30kg on a Saturday, at selected postal code areas that have the operational capability, in countries where Saturday is not a normal working day.

Saturday Delivery

At shipper's request, the destination country will deliver shipments up to 300kg or pieces up to 30kg on a Saturday. The service is available to selected service areas that perform deliveries on Saturdays in addition to the normal operating schedule Monday-Friday i.e. day 6.

[†]According to DHL conditions of cost refund. For the aforementioned DHL Express services, general terms and conditions available at mydhl.express.dhl are applied.

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Neutral Delivery

An optional delivery service, allowing the shipper or importer to maintain confidentiality over the declared value of the goods. The delivery facility ensures any shipment documentation that might reveal the value of the goods has been removed by the origin before delivery.

Change of Billing

The Change of Billing service applies when a customer requests a change of defined billing information on an already issued invoice, which is not due to DHL Express' fault and which will result in a reissuing of the invoice and, in case of account change, crediting of the old account and debiting of the new account.

eInvoice

Electronic equivalent of the printed invoice. eInvoice is a multifunctional, reliable and easy-to-use service. It enables email notifications regarding the invoice, as well as viewing and printing waybills for invoiced shipments. eInvoice can be activated and accessed at ebilling.dhl.

Packaging

All standard packaging delivered ad hoc by courier at the time of collection or as part of our DHL EXPRESS EASY offer is free of charge. Charges may only be applied if the Customer orders a larger number of packages at one time from DHL Express. By contacting the Customer Service Department, we also offer specialised packaging for controlled positive or negative temperatures. DHL Express specialists will competently advise on the selection of appropriate packaging. More information on: mydhl.express.dhl.

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. This definition can include a direct delivery from the Gateway through a dedicated courier.

Hold for Collection

At shipper request a shipment is held at the default DHL delivery facility at destination for consignee collection, rather than attempt a delivery at the receiver's address. This service is

booked through Customs Service or supporting shipping tools. The destination will notify the receiver when and at which facility the shipment is ready to collect. A consignee phone number is mandatory. HFC does not support collections at locations other than the default delivery facility.

Dedicated Pickup

At 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. This definition can include a direct connection to the Gateway through a dedicated courier or a pickup after the booking cut-off.

Direct Signature

Upon customer's request, DHL will obtain signature from the receiver or a representative at the delivery address. In case no one is at the delivery address, DHL will reattempt delivery. DSR shipments cannot be re-routed, dropped in a post box or left with the neighbor. The receiver is authorized to arrange an alternative delivery time at the same delivery address or to collect the shipment from a DHL owned service point.

Paperless Trade

Allows the shipper to provide supporting paperwork such as customs invoices electronically when using PLT-enabled shipping tools. Country specific restrictions or value limits may apply.

Leave with Neighbor

Upon receiver's request, DHL Express is authorized to deliver when necessary to an address that is adjacent to the receiver's or with a security guard/gatekeeper against a third party signature as proof of delivery. The service is selected through On Demand Delivery (ODD) either before or after a failed delivery attempt. The delivery courier is given instruction <leave with neighbor>.

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SURCHARGES

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In order to maintain a consistently high level of service, in specific circumstances DHL Express levies a surcharge for exceptional activities, ensuring that these surcharges are fair for all of our customers.

Fuel Surcharge

Fuel surcharge is added to the basic price of shipment and extra services or additional payments related to transportation. The amount of the surcharge is determined based on average market price of aviation fuel. The current amount of fuel surcharge is available at mydhl.express.dhl.

Category B Biological Materials (UN3373)

Applies when the handling and transportation of MEDICAL EXPRESS shipments involves Biological Substances Category B (UN3373) packed in compliance with IATA Packing Instruction 650.

Dry Ice (UN1845)

A surcharge is applied per shipment when the handling and transportation of shipments involves Dry Ice UN1845 used as a freezing agent for non-dangerous goods such as diagnostic specimens. The surcharge does not include the cost of specialized packaging or the cost of dry ice.

Lithium-ion Batteries (section II, PI966)

Service and air transport of deliveries containing lithium-ion batteries packed with equipment in accordance with section II of IATA Packaging Instruction PI 966 (i.e. the lithium battery installed in the device plus two spare batteries). Deliveries must be packed and labeled in accordance with valid instructions.

Lithium-ion Batteries (section II, PI967)

Service and air transport of deliveries containing lithium-ion batteries contained in equipment in accordance with section II of IATA Packaging Instruction PI 967. Deliveries must be packed and labeled in accordance with valid instructions.

Lithium-metal Batteries (section II, PI 969)

Applicable only for service and air transport of deliveries containing lithium-metal batteries packed with a device, prepared in accordance with the section II of IATA Packaging Instruction (PI 969). All deliveries containing lithium-metal

batteries must be packed and labelled in accordance with valid IATA instructions. Lithium-metal batteries in bulk (PI 968) are not allowed in DHL Express air transport service.

Lithium-metal Batteries (section II, PI 970)

Applicable only for service and air transport of deliveries containing lithium-metal batteries packed with a device, prepared in accordance with the section II of IATA Packaging Instruction (PI 970). All deliveries containing lithium-metal batteries must be packed and labelled in accordance with valid IATA instructions.

ID 8000 Consumer Goods

Finished consumer products, these are all articles classified as hazardous materials and belong to: Class 2 - gases (non-toxic aerosols only), Class 3 - flammable liquids classified in Packing Group II and III (perfumes, paints, nail varnishes, removers, etc.), Subclass 6.1 - toxic substances of low toxicity (e-cigarette liquids, etc.) and dangerous goods UN3077, UN3082, UN3175, UN3334 and UN3335 provided they do not present an additional hazard. All consumer goods require a Material Safety Data Sheet to be presented by the sender and preparation for transportation in accordance with IATA DGR Y963 guidelines. At least two completed copies of the Shipper's Declaration for Dangerous Goods are required.

Dangerous Goods

Handling and transportation of shipments containing goods qualified as dangerous, in accordance with IATA Dangerous Goods Regulations. This service applies to lithium batteries in Section IB and section II PI 965-CAO.

Dangerous Goods in Excepted Quantities (EQ)

Air and road transport of shipments containing substances and dangerous goods in excepted quantities (EQ – Excepted Quantities).

Dangerous Goods in Limited Quantities (LQ)

Handling and transportation of shipments containing limited quantities (LQ – Limited Quantities) of dangerous substances and goods (in accordance with ADR 3.4 regulations). This definition does not apply to: dry ice (UN1845), category B biological material (UN3373), dangerous goods in excepted quantities and lithium batteries, for which there are special types of services. This service is available for road transport.

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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 applies to domestic and international shipments and does not apply to pieces below 30kg.

Oversized Piece

This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 120cm.

Overweight Piece

A fixed surcharge is applied to every piece, including a pallet, that exceeds a scale or volumetric weight of 70kg.

Remote Area Service

Service which makes shipment pickup and delivery possible in a remote location which is not normally covered by DHL Express. The charge will be billed for pickup from remote location and for delivery to remote location.

Elevated Risk

Additional surcharges apply when shipping to or from a destination country where DHL Express 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 at mydhl.express.dhl.

Restricted Destination

A surcharge applies when shipping non-document products to or from a destination country that is subject to specific trade restrictions imposed by the UN Security Council. The list of destination countries in scope is published online at mydhl.express.dhl.

Exporter Validation

Exporter Validation surcharges apply when shipping to a destination country or entity that is subject to trade restrictions imposed by national legislation such as the EEAS of the European Union or the US Office of Foreign Assets Control. The list of destination countries in scope is published online at mydhl.express.dhl.

Delivery Address Correction

If delivery address provided by the sender is incorrect, DHL Express will ascertain the correct one (within Service Area delivery) with either receiver or sender.

Data Entry

This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills. Electronic shipping documentation incurs no additional charges.

Emergency Situations

DHL Express reserves the right to apply surcharges to retrieve costs related to temporary emergencies beyond DHL's control that could not be reasonably foreseen. All such surcharges will be temporary and will apply except for rates. The customer will receive notification eight days in advance of any additional extra charges, stating the reasons for the charge.

Peak Season

A temporary surcharge, which allows us to cover part of the operating cost increases resulting from necessary air network adjustments during Peak Season. May be applied at any time of year, but usually before or during the fall/winter holidays and Chinese New Year. The customer will receive notification eight days in advance of any additional extra charges, stating the reasons for the charge.

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DHL Express is the international specialist in shipping, with extensive knowledge and experience of dealing with customs topics worldwide. For your peace of mind, we provide a wide range of customs support for standard as well as non-routine customs-clearance processes. By making sure that clearance is a smooth and efficient process, we ensure your shipments arrive as quickly as possible, and leave you free to focus on your core business. With our online to tas.dhl.com we provide essential customs information to help you prepare your shipments.

Non-Routine Entry

Applied in selected countries, when importing goods with an aggregated declaration value or weight exceeding the limits set by destination Customs Authorities, or due to other regulatory requirements are excluded from routine clearance on a consolidated manifest and thus require clearance under an individual entry form

Duty Tax Importer

At Customer's request, DHL clears the shipment at destination and arranges for any applicable import duties, taxes and regulatory charges to be invoiced to a specified DHL account 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 advanced.

Clearance Authorization

Applies when the designated importer has specifically requested to be contacted by DHL before customs clearance is initiated. Charges to be applied against any import where DHL is required to intercept the inbound process and contact an importer where there is no indication on the shipment paperwork or regulatory requirements to do so.

Multiline Entry Clearance

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. The costs of this service shall be borne by the importer/exporter, recipient/sender - as authorized Customs Agency DHL Express.



Bonded Transit

At 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/Bonded Warehouse.

Clearance Data Modification

A surcharge applies in case the customs declared value of a shipment requires modification either before or during the customs clearance process.

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.

Physical Intervention

A surcharge applies for shipments being intercepted for physical examination by Customs Authorities. Arrangements for inspections may also include full or partial unloading of a vehicle; the specific marking of prototypes, mutilation of samples or the examination of shipment content.

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CUSTOMS SERVICES CONTINUED

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Bonded Storage

Storage charges apply when the shipment cannot be released by Customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.

Preferential Origin

At the shipper's request, the preparation or provision of a Certificate of Origin 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. Common examples are EUR1, Form A, ATR1.*

Broker Notification

At the 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.

Release to Broker

At the importer's request, the release of a DHL Express shipment to the customer's designated customs broker of choice. DHL will transfer the responsibility for a shipment and related customs documentation to the customer's nominated broker for clearance and last mile delivery.

Export Declaration

At the client's request, the export declaration required to issue the IE599 message. Applies also in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight.

* Available only in selected DHL GTW



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NON-STANDARD SERVICE

Perfect solution for urgent deliveries

- Fast shipment pickup, shipping earliest possible flight, delivery to the indicated address in the shortest possible time
- Dedicated transport of shipments from DHL Express Service Center directly to the recipient (immediately after the arrival of the aircraft or after Customs clearance)
- Shipment pickup from the sender after the courier's working hours and delivery to the nearest DHL terminal
- Dedicated air or road transport for urgent shipments (courier on board) and non-standard dimensions/weight (cargo charter)
- First Flight Out/Next Flight Out - service of urgent cargo sent from or outside the European Union using the fastest available commercial air connections (both passenger and freight)
- High value transport and convoys service
- Dangerous goods transport (DGR and ADR)
- Full dangerous shipments support i.e. packaging, labeling, issuing DGD in line with ICAO guidelines
- Road and air transport at controlled temperatures

Operating Monday to Friday, from 7 a.m. to 10 p.m.
Shipments are delivered 24/7.

Telephone number: +48 22 420 91 91

SameDayPoland@dhl.com

uslugi.niestandardowe@dhl.com



Detailed information about products and services available can be found at mydhl.express.dhl or at the DHL Express Customer Service – International Shipments mydhl.express.dhl.

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PREPARING YOUR SHIPMENT: AS EASY AS 1-2-3

1 Shipment weight

- Please weigh and measure your shipment.
- If you are sending a large but lightweight shipment, where its volumetric (dimensional) weight exceeds its actual weight, the cost of the shipment is calculated on the space your consignment takes up on the aircraft. This is a standard IATA method. To calculate the volumetric weight of your shipment, simply multiply the length by height by width in centimeters, then divide the total sum by 5,000 for each piece in the shipment. Helpful application calculating volumetric weight is available at mydhl.express.dhl.
- Any piece in the shipment may be re-weighed and/or re-measured by DHL to confirm this calculation.

2 Documentation required: waybill

- All shipments sent with DHL Express need to have a fully completed DHL waybill or label securely attached to each piece. This will enable the successful movement of your shipment through the DHL network. Each waybill or label is individually numbered to allow you to track your shipment from collection through to delivery.
- Your shipment may also need to be accompanied by customs documentation, such as a commercial or proforma invoice, as well as additional paperwork depending on the contents and value of the shipment and the country you are sending to.

3 Documentation required: invoice

- A commercial or proforma invoice is required when sending non-document shipments to countries and territories outside your origin country or customs union. This is essentially a declaration containing all the details of a transaction and is used by customs authorities to assess if duties or taxes are payable.
- A commercial invoice is used when goods are part of a commercial transaction or intended for resale.
- A proforma invoice is used when sending goods of no commercial value (for example, when sending samples).





IMPORTING TO EU MEMBER COUNTRIES?

From July 1st 2021, all commercial goods imported into the European Union are subject to VAT and will require formal customs declaration, in a change to previous regulations. This affects all shippers to and receivers from the EU.

Let us help you understand and handle these changes, and avoid delays and fines from customs authorities.

Find out more on our [EU customs knowledge portal](#).

Information on how to pack shipments can be found at mydhl.express.dhl.

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PREPARING YOUR SHIPMENT INVOICE

Your invoice will require the following details:

1. BANK DETAILS

These are the bank details that will be used for the transaction between the seller and buyer. These details are not required for non-commercial/proforma invoices.

2. DESCRIPTION

Generic or broad descriptions are no longer permitted and are likely to cause delays. Descriptions should include the items, how many there are, what they are made of, and what they will be used for. Describing items as 'samples', 'parts' or 'electronics' is not acceptable for customs classification, safety and security reasons. Instead of 'electronics', for example, use a description such as 'television'.

3. COMMODITY CODE

This is the product identification code used by the exporting country to classify the goods to be exported. It assists clearance and avoids delays.

4. COUNTRY OF MANUFACTURE/ORIGIN

This relates to the place of manufacture, not the country of export. If items are manufactured in more than one country, please list the origins.

5. TOTAL DECLARED VALUE

This is the total value of the transaction for customs purposes based on the Incoterm selected. The total declared value should include freight and insurance charges if the seller is responsible for these two elements.

6. TYPE OF EXPORT

The options are: (1) Permanent; (2) Temporary; and (3) Repair & Return.

7. INCOTERM

Insert the Incoterm that best describes the terms of the transaction. For example, DAP (Delivered At Place).

8. REASON FOR EXPORT

This could be: For Sale; For Repair; After Repair; Gift; Sample; Personal Use Not For Resale; Replacement; Intercompany Transfer; or Personal Effects.

Commercial invoice

Bank details

1.

Importer (bill to)

Full description of goods	Commodity code	Item quantity	Unit value [Currency]	Subtotal value [Currency]	Net weight	Country of manufacture/origin
2.	3.					4.
Freight						
Insurance						
Total declared value/currency				Total net weight/kg(s)		
5.						
Total pieces				Total gross weight/kg(s)		

Exporter

Tax ID/VAT number

Date

Waybill number

Invoice number

Exporter code

Receiver if different from Importer

Tax ID/VAT number

Shipment reference

6. Type of export

7. Incoterms

8. Reason for export

I/We hereby certify that the information contained in this invoice is true and correct and that the contents of the shipments are as stated above.

Position in company Signature

Company stamp



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PACKAGING YOUR SHIPMENT

To ensure that your shipments travel safely and securely through the DHL Express global network, it is important that they are packaged and labeled correctly.

Packaging guidelines

- If you are re-using envelopes or boxes, please ensure that old labels and markings are removed
- Securely fix a waybill to each piece in your shipment. The waybill can be thought of as the shipment's airline ticket and it will delay delivery if it becomes separated from your shipment
- The barcodes on the waybill are scanned at numerous points during your shipment's journey. Please ensure the barcode is flat and not covered by tape, shrinkwrap or strapping
- Place a waybill on the top or side of each piece in your shipment and please ensure it does not overlap the corners or edges of boxes
- Use adequate protective wrapping for fragile or delicate items and ensure they are packed as far away as possible from the corners of boxes
- To prevent injury to our employees, please pay special attention to the packaging of sharp items. There should not be any possibility of the contents piercing the packaging
- Any individual pieces over 70kg should be placed on a pallet. If you are sending a multi-piece shipment, it is not necessary to place the individual pieces on a pallet unless they exceed 70kg. For example, a shipment comprising four 25kg pieces does not have to be placed on a pallet



DHL packaging

We offer a range of high-quality DHL-branded packaging items, suitable for shipping items of all shapes and sizes. The items available include:



Cardboard envelope
Dimensions: 35 x 27.5cm
Suggested weight: up to 0.5kg
Free packaging



Standard flyer
Protection for main packaging
Dimensions: 42.5 x 32.5cm
Free packaging



Box 2
Dimensions: 33.7 x 18.2 x 10cm
Suggested weight: up to 1kg
Free packaging



Box 3
Dimensions: 33.7 x 32.2 x 10cm
Suggested weight: up to 2kg
Free packaging



Box 4
Dimensions: 33.7 x 32.2 x 18cm
Suggested weight: up to 5kg
Free packaging

For more information please refer to the Packing Guide available on mydhl.express.dhl.

PAYING FOR YOUR SHIPMENT

Customers can pay for DHL Express services either with cash, a credit card (at a DHL Express Customer Service Point only) or by bank transfer (after opening a DHL Express Customer Account – on the basis of separate agreement concerning such payment method). Custom and tax duties can be paid with cash, a credit card or by bank transfer (in the latter case, only on the basis of separate DHL Express approval expressed after the customer's corresponding obligation).

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SHIPPING TOOLS

Making shipping easier


DHL Express offers a choice of electronic solutions to suit even the most demanding requirements. We invest continually in marketleading technologies to help users to manage and monitor shipments, create shipping labels, get quotes, schedule courier pickups, and more. Our electronic solutions cover online and offline options, as well as integrated solutions. In addition, we provide industryspecific solutions tailored for the Life Sciences and Technology sectors.




mydhl.express.dhl

MyDHL+ re-imagines the way the shipping business does business, by combining the tools and services our customers use most. With its mobile friendly and intuitive interface, customers can now import, export, schedule a pickup, track shipments and pay bills more quickly than ever – all in one visit, with one password and zero headaches. **MyDHL+** makes it incredibly easy to navigate the complexities of international shipping.







The DHL Express Mobile app lets you track your shipments and manage your deliveries all in one place. You can locate the nearest DHL Service Point for parcel drop off or collection, and quickly check shipping rates too – right on your smartphone. Advanced GPS location services and camera barcode scanning are also available. Download DHL Express Mobile today, on [Android](#) or [iOS](#).

DHL EXPRESS COMMERCE

Take your website international with DHL Express Commerce. Offer your customers all the benefits of DHL Express at your checkout in real-time. Import, manage and ship their orders quickly and efficiently with no complicated development. Add the power of DHL Express to your e-commerce business quickly and easily, giving you the competitive edge. DHL Express Commerce integrates with the biggest e-commerce platforms, including: Magento, Shopify, WooCommerce, Amazon and eBay. Please register here: dhlexpresscommerce.com



Customer shipping integration

Using EDI and XML Services enables you to incorporate DHL's online shipping capabilities into your own website, warehouse or customer service application. This provides global shipment tracking while making it faster and easier to access information about transit times, rates and courier bookings.

Specific solutions

DHL offers additional capabilities for businesses requiring more specialized solutions – for example, its Medical Express and Collect & Return services.

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CALCULATE THE PRICE OF YOUR SHIPMENT



Determine which zone your destination is in (pages [22](#) - [26](#)) and whether yours is a document or non-document shipment.



Do you need your shipments to arrive by the end of business or earlier in the day (see page [5](#))?



Based on weight (page [15](#)), zone and speed, confirm your base price (pages [27](#) - [34](#) for exports and pages [35](#) - [44](#) for imports).



Add any optional services (page [8](#)) and check if any surcharges apply (page [10](#)).

Base price + Optional services + Surcharges = **Total price**

OPTIONAL SERVICES

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Optional services	Charging method	Charge
Delivery service by 9:00	Per shipment	113 PLN
Delivery service by 10:30 (to the USA)	Per shipment	45 PLN
Delivery service by 12:00	Per shipment	23 PLN
Shipment Insurance	By shipment value	1% of declared value, not less than 52 PLN
Extended Liability	Per shipment	18 PLN
GoGreen Climate Neutral	Per shipment	0.45 PLN for each kg of the shipment
Verbal Notification	Per shipment	23 PLN
Proof of Delivery (POD)	Per shipment	23 PLN
Electronic Proof of Delivery (ePOD)	Free of charge	Free of charge
Residential Address	Per shipment	14 PLN
Duties Taxes Paid (DTP)	% of fiscal charges	2% of fiscal charges with a minimum of 69 PLN
Saturday Pickup	Per shipment	90 PLN
Saturday Delivery	Per shipment	136 PLN
Neutral Delivery	Per shipment	23 PLN
Change of Payer	Per invoice	45 PLN
eInvoice	Free of charge	Free of charge
Packaging	Free of charge	Standard packaging free of charge
Dedicated Delivery	Per shipment	181 PLN per shipment or 2 PLN per kg
Hold for Collection	Free of charge	Free of charge
Dedicated Pickup	Per shipment	90 PLN per shipment or 2 PLN per kg
Direct Signature	Per shipment	23 PLN
Paperless Trade	Free of charge	Free of charge
Leave with Neighbor	Free of charge	Free of charge

All prices are in PLN and will be increased by adding any appropriate taxes on goods and services. Find more information on Optional Services at mydhl.express.dhl. Should you have any questions, please contact us at mydhl.express.dhl.

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SURCHARGES

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Surcharges	Charging method	Charge
Fuel Surcharge	Variable surcharge	Current rate available at mydhl.express.dhl
Category B Biological Materials (UN3373) [†]	Per shipment	Free of charge (Service available for DHL Medical Express only)
Dry Ice (UN1845) [†]	Per shipment	45 PLN
Lithium-ion Batteries (Section II, PI966) [†]	Per shipment	23 PLN
Lithium-ion Batteries (Section II, PI967) [†]	Free of charge	Free of charge
Lithium-metal Batteries (Section II, PI 969) [†]	Per shipment	23 PLN
Lithium-metal Batteries (Section II, PI 970) [†]	Free of charge	Free of charge
ID 8000 Consumer Goods [†]	Per shipment	90 PLN
Dangerous Goods [†]	Per shipment	362 PLN
Dangerous Goods in Excepted Quantities (EQ) [†]	Per piece	23 PLN
Dangerous Goods in Limited Quantities (LQ) [†]	Per shipment	90 PLN
Non Stackable Pallet	Per piece	840 PLN
Oversized Piece	Per piece	275 PLN
Overweight Piece	Per piece	384 PLN
Remote Area Service	Per shipment	2 PLN for each kg of the shipment, not less than 90
Elevated Risk	Per shipment	90 PLN
Restricted Destination	Per shipment	136 PLN
Exporter Validation	Per shipment	136 PLN
Delivery Address Correction	Per shipment	45 PLN
Data Entry [†]	Per shipment	23 PLN

[†]Additional charge applies for the Customers with permanent DHL Express transportation service contract.

All prices are in PLN and will be increased by adding any appropriate taxes on goods and services.

Should you have any questions, please contact us on mydhl.express.dhl.

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CUSTOMS SERVICES

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Customs services	Charging method	Net charge	Gross charge*
Non-Routine Entry	Per shipment	45 PLN	55.35 PLN
Duty Tax Importer	% of fiscal charges	2.5% of customs duties and taxes, not less than 69 PLN	2.5% of customs duties and taxes, not less than 84.87 PLN
Clearance Authorization	Per shipment	45 PLN	55.35 PLN
Multiline Entry Clearance	Rate per line, after the 5th line	23 PLN	28.29 PLN
Bonded Transit	Per shipment	203 PLN	249.69 PLN
Clearance Data Modification	Per shipment	226 PLN	277.98 PLN
Post Clearance Modification	Per shipment	226 PLN	277.98 PLN
Physical Intervention	Per shipment	90 PLN	110.70 PLN
Bonded Storage	Per shipment, per day after three calendar days	23 PLN per shipment and 0.45 PLN per kg (both per day after three calendar days)	28.29 PLN per shipment and 0.55 PLN per kg per day
Preferential Origin	Per shipment	23 PLN	28.29 PLN
Broker Notification	Per shipment	45 PLN	55.35 PLN
Release to Broker	Per shipment	180 PLN	221.40 PLN
Export Declaration	Per shipment	45 PLN	55.35 PLN
Permits and Licenses	Per shipment	90 PLN	110.70 PLN

*23% Value Added Tax (VAT) applied.

DHL reserves the right to call for prepaid payment of customs and tax costs, as well as commission for clearance of dutiable packages.

More information on customs clearance can be found at mydhl.express.dhl.

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SERVICE CAPABILITY AND RATING ZONES*

Country/territory	Code	Zone	Time Definite Services				Day Definite Services	
			DHL Express 9:00	DHL Express 12:00	DHL Express Worldwide	Imports	DHL Economy Select	DHL Economy Select Import
Afghanistan	AF	8			✓	✓		
Albania	AL	4	✓	✓	✓	✓		
Algeria	DZ	8		✓	✓	✓		
American Samoa	AS	8	✓	✓	✓	✓		
Andorra	AD	4	✓	✓	✓	✓		
Angola	AO	8	✓	✓	✓	✓		
Anguilla	AI	8	✓	✓	✓	✓		
Antigua and Barbuda	AG	8	✓	✓	✓	✓		
Argentina	AR	8	✓	✓	✓	✓		
Armenia	AM	7		✓	✓	✓		
Aruba	AW	8	✓	✓	✓	✓		
Australia	AU	8	✓	✓	✓	✓		
Austria	AT	2	✓	✓	✓	✓	✓	✓
Azerbaijan	AZ	7		✓	✓	✓		
Bahamas	BS	8	✓	✓	✓	✓		
Bahrain	BH	7	✓	✓	✓	✓		
Bangladesh	BD	8	✓	✓	✓	✓		
Barbados	BB	8	✓	✓	✓	✓		
Belarus	BY	7		✓	✓	✓		
Belgium	BE	2	✓	✓	✓	✓	✓	✓
Belize	BZ	8	✓	✓	✓	✓		
Benin	BJ	8		✓	✓	✓		
Bermuda	BM	8		✓	✓	✓		
Bhutan	BT	8		✓	✓	✓		
Bolivia	BO	8	✓	✓	✓	✓		
Bonaire	XB	8	✓	✓	✓	✓		
Bosnia and Herzegovina	BA	4	✓	✓	✓	✓		
Botswana	BW	8	✓	✓	✓	✓		
Brazil	BR	8	✓	✓	✓	✓		
Brunei Darussalam	BN	8		✓	✓	✓		
Bulgaria	BG	3	✓	✓	✓	✓	✓	✓
Burkina Faso	BF	8	✓	✓	✓	✓		
Burundi	BI	8		✓	✓	✓		
Cambodia	KH	8		✓	✓	✓		
Cameroon	CM	8		✓	✓	✓		
Canada	CA	5	✓	✓	✓	✓		
Canary Islands, The	IC	4	✓	✓	✓	✓		
Cape Verde	CV	8		✓	✓	✓		
Cayman Islands	KY	8	✓	✓	✓	✓		
Central African Republic	CF	8		✓	✓	✓		
Chad	TD	8		✓	✓	✓		
Chile	CL	8	✓	✓	✓	✓		
China	CN	7	✓	✓	✓	✓		
Colombia	CO	8	✓	✓	✓	✓		
Commonwealth No.Mariana Islands	MP	8		✓	✓	✓		
Comoros	KM	8		✓	✓	✓		
Congo	CG	8		✓	✓	✓		
Congo, The Democratic Republic Of	CD	8		✓	✓	✓		
Cook Islands	CK	8		✓	✓	✓		
Costa Rica	CR	8	✓	✓	✓	✓		
Cote d'Ivoire	CI	8	✓	✓	✓	✓		
Croatia	HR	3	✓	✓	✓	✓	✓	✓
Cuba	CU	8	✓	✓	✓	✓		
Curacao	XC	8		✓	✓	✓		
Cyprus	CY	3	✓	✓	✓	✓		
Czech Republic	CZ	1	✓	✓	✓	✓	✓	✓
Denmark	DK	3	✓	✓	✓	✓	✓	✓
Djibouti	DJ	8		✓	✓	✓		
Dominica	DM	8	✓	✓	✓	✓		

✓ = Service available

Table continues overleaf

*For transit times and the availability of Time Definite Services for your origin and destination address please refer to the DHL Capability Tool at dct.dhl.com. In the case of Day Definite Services, please contact us at mydhl.express.dhl.

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SERVICE CAPABILITY AND RATING ZONES*

Country/territory	Code	Zone	Time Definite Services				Day Definite Services	
			DHL Express 9:00	DHL Express 12:00	DHL Express Worldwide	Imports	DHL Economy Select	DHL Economy Select Import
Dominican Republic	EC	8	✓	✓	✓	✓		
Ecuador	EC	8	✓	✓	✓	✓		
Egypt	EG	8	✓	✓	✓	✓		
El Salvador	SV	8	✓	✓	✓	✓		
Equatorial Guinea	GQ	8			✓	✓		
Eritrea	ER	8			✓	✓		
Estonia	EE	3	✓	✓	✓	✓	✓	✓
Ethiopia	ET	8			✓	✓		
Falkland Islands (Malvinas)	FK	8			✓	✓		
Faroe Islands	FO	6			✓	✓		
Fiji	FJ	8			✓	✓		
Finland	FI	3	✓	✓	✓	✓	✓	✓
France	FR	2	✓	✓	✓	✓	✓	✓
French Guiana	GF	8	✓	✓	✓	✓		
Gabon	GA	8		✓	✓	✓		
Gambia	GM	8			✓	✓		
Georgia	GE	7		✓	✓	✓		
Germany	DE	1	✓	✓	✓	✓	✓	✓
Ghana	GH	8	✓	✓	✓	✓		
Gibraltar	GI	4	✓	✓	✓	✓		
Greece	GR	3	✓	✓	✓	✓	✓	✓
Greenland	GL	6			✓	✓		
Grenada	GD	8	✓	✓	✓	✓		
Guadeloupe	GP	8	✓	✓	✓	✓		
Guam	GU	8		✓	✓	✓		
Guatemala	GT	8	✓	✓	✓	✓		
Guernsey	GG	4	✓	✓	✓	✓		
Guinea	GN	8		✓	✓	✓		
Guinea-Bissau	GW	8			✓	✓		
Guyana	GY	8	✓	✓	✓	✓		
Haiti	HT	8		✓	✓	✓		
Honduras	HN	8	✓	✓	✓	✓		
Hong Kong SAR China	HK	7	✓	✓	✓	✓		
Hungary	HU	3	✓	✓	✓	✓	✓	✓
Iceland	IS	6	✓	✓	✓	✓		
India	IN	7	✓	✓	✓	✓		
Indonesia	ID	7	✓	✓	✓	✓		
Iran (Islamic Republic of)	IR	8			✓	✓		
Iraq	IQ	8			✓	✓		
Ireland	IE	3	✓	✓	✓	✓	✓	✓
Israel	IL	4	✓	✓	✓	✓		
Italy	IT	2	✓	✓	✓	✓	✓	✓
Jamaica	JM	8		✓	✓	✓		
Japan	JP	7	✓	✓	✓	✓		
Jersey	JE	4	✓	✓	✓	✓		
Jordan	JO	7	✓	✓	✓	✓		
Kazakhstan	KZ	8	✓	✓	✓	✓		
Kenya	KE	8	✓	✓	✓	✓		
Kiribati	KI	8			✓	✓		
Korea, Democratic People's Republic	KP	8			✓	✓		
Korea, Republic Of	KR	7	✓	✓	✓	✓		
Kosovo	KV	4	✓	✓	✓	✓		
Kuwait	KW	7	✓	✓	✓	✓		
Kyrgyzstan	KG	8		✓	✓	✓		
Lao People's Democratic Republic	LA	8	✓	✓	✓	✓		
Latvia	LV	3	✓	✓	✓	✓	✓	✓
Lebanon	LB	8	✓	✓	✓	✓		
Lesotho	LS	8	✓	✓	✓	✓		

✓ = Service available

Table continues overleaf

*For transit times and the availability of Time Definite Services for your origin and destination address please refer to the DHL Capability Tool at dct.dhl.com. In the case of Day Definite Services, please contact us at mydhl.express@dhl.com.

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SERVICE CAPABILITY AND RATING ZONES*

Country/territory	Code	Zone	Time Definite Services				Day Definite Services	
			DHL Express 9:00	DHL Express 12:00	DHL Express Worldwide	Imports	DHL Economy Select	DHL Economy Select Import
Liberia	LR	8			✓	✓		
Libya	LY	8			✓	✓		
Liechtenstein	LI	4	✓	✓	✓	✓	✓	✓
Lithuania	LT	3	✓	✓	✓	✓	✓	✓
Luxembourg	LU	2	✓	✓	✓	✓	✓	✓
Macau SAR China	MO	8	✓	✓	✓	✓		
Macedonia North	MK	4	✓	✓	✓	✓		
Madagascar	MG	8		✓	✓	✓		
Malawi	MW	8			✓	✓		
Malaysia	MY	8	✓	✓	✓	✓		
Maldives	MV	8			✓	✓		
Mali	ML	8		✓	✓	✓		
Malta	MT	3	✓	✓	✓	✓		
Marshall Islands	MH	8		✓	✓	✓		
Martinique	MQ	8	✓	✓	✓	✓		
Mauritania	MR	8			✓	✓		
Mauritius	MU	8	✓	✓	✓	✓		
Mayotte	YT	8			✓	✓		
Mexico	MX	5	✓	✓	✓	✓		
Micronesia	FM	8			✓	✓		
Moldova, Republic Of	MD	8		✓	✓	✓		
Monaco	MC	2	✓	✓	✓	✓	✓	✓
Mongolia	MN	8			✓	✓		
Montserrat	MS	8		✓	✓	✓		
Morocco	MA	8	✓	✓	✓	✓		
Mozambique	MZ	8	✓	✓	✓	✓		
Myanmar (Birma)	MM	8		✓	✓	✓		
Namibia	NA	8	✓	✓	✓	✓		
Nauru	NR	8			✓	✓		
Nepal	NP	8		✓	✓	✓		
Netherlands	NL	2	✓	✓	✓	✓	✓	✓
Nevis	XN	8	✓	✓	✓	✓		
New Caledonia	NC	8			✓	✓		
New Zealand	NZ	8	✓	✓	✓	✓		
Nicaragua	NI	8	✓	✓	✓	✓		
Niger	NE	8			✓	✓		
Nigeria	NG	8	✓	✓	✓	✓		
Niue	NU	8			✓	✓		
Norway	NO	4	✓	✓	✓	✓	✓	✓
Oman	OM	7	✓	✓	✓	✓		
Pakistan	PK	8	✓	✓	✓	✓		
Palau	PW	8			✓	✓		
Panama	PA	8	✓	✓	✓	✓		
Papua New Guinea	PG	8			✓	✓		
Paraguay	PY	8	✓	✓	✓	✓		
Peru	PE	8	✓	✓	✓	✓		
Philippines	PH	8	✓	✓	✓	✓		
Portugal	PT	3	✓	✓	✓	✓	✓	✓
Puerto Rico	PR	8	✓	✓	✓	✓		
Qatar	QA	7	✓	✓	✓	✓		
Republic of Montenegro	ME	4	✓	✓	✓	✓		
Reunion	RE	8		✓	✓	✓		
Romania	RO	3	✓	✓	✓	✓	✓	✓
Russian Federation	RU	7	✓	✓	✓	✓		
Rwanda	RW	8			✓	✓		
Saint Eustatius	XE	8	✓	✓	✓	✓		
Saint Helena	SH	8			✓	✓		
Saint Kitts and Nevis	KN	8	✓	✓	✓	✓		

✓ = Service available

Table continues overleaf

*For transit times and the availability of Time Definite Services for your origin and destination address please refer to the DHL Capability Tool at dct.dhl.com. In the case of Day Definite Services, please contact us at mydhl.express@dhl.

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SERVICE CAPABILITY AND RATING ZONES*

Country/territory	Code	Zone	Time Definite Services				Day Definite Services	
			DHL Express 9:00	DHL Express 12:00	DHL Express Worldwide	Imports	DHL Economy Select	DHL Economy Select Import
Saint Lucia	LC	8		✓	✓	✓		
Saint Vincent and The Grenadines	VC	8		✓	✓	✓		
Samoa	WS	8			✓	✓		
San Marino	SM	4	✓	✓	✓	✓	✓	✓
Sao Tome and Principe	ST	8			✓	✓		
Saudi Arabia	SA	7	✓	✓	✓	✓		
Senegal	SN	8	✓	✓	✓	✓		
Serbia, Republic Of	RS	4	✓	✓	✓	✓		
Seychelles	SC	8			✓	✓		
Sierra Leone	SL	8		✓	✓	✓		
Singapore	SG	7	✓	✓	✓	✓		
Slovakia	SK	1	✓	✓	✓	✓	✓	✓
Slovenia	SI	3	✓	✓	✓	✓	✓	✓
Solomon Islands	SB	8			✓	✓		
Somalia	SO	8			✓	✓		
Somaliland, Republic Of	XS	8			✓	✓		
South Africa	ZA	8	✓	✓	✓	✓		
South Sudan	SS	8			✓	✓		
Spain	ES	3	✓	✓	✓	✓	✓	✓
Sri Lanka	LK	8		✓	✓	✓		
St. Barthelemy	XY	8	✓	✓	✓	✓		
St. Maarten	XM	8	✓	✓	✓	✓		
Sudan	SD	8		✓	✓	✓		
Suriname	SR	8		✓	✓	✓		
Swaziland	SZ	8	✓	✓	✓	✓		
Sweden	SE	3	✓	✓	✓	✓	✓	✓
Switzerland	CH	4	✓	✓	✓	✓	✓	✓
Syrian Arab Republic	SY	8			✓	✓		
Tahiti	PF	8			✓	✓		
Taiwan	TW	7	✓	✓	✓	✓		
Tajikistan	TJ	8			✓	✓		
Tanzania, United Republic Of	TZ	8	✓	✓	✓	✓		
Thailand	TH	7	✓	✓	✓	✓		
Timor-Leste, D.R. of	TL	8		✓	✓	✓		
Togo	TG	8			✓	✓		
Tonga	TO	8			✓	✓		
Trinidad and Tobago	TT	8	✓	✓	✓	✓		
Tunisia	TN	8			✓	✓		
Turkey	TR	4	✓	✓	✓	✓		
Turkmenistan	TM	7		✓	✓	✓		
Turks and Caicos Islands	TC	8	✓	✓	✓	✓		
Tuvalu	TV	8			✓	✓		
Uganda	UG	8	✓	✓	✓	✓		
Ukraine	UA	6	✓	✓	✓	✓		
United Arab Emirates	AE	7	✓	✓	✓	✓		
United Kingdom **1	GB	2	✓	✓	✓	✓	✓	✓
United Kingdom **2	GB	4	✓	✓	✓	✓	✓	✓
United States	US	5	10.30	✓	✓	✓		
Uruguay	UY	8	✓	✓	✓	✓		
Uzbekistan	UZ	8		✓	✓	✓		
Vanuatu	VU	8			✓	✓		
Vatican City State	VA	3		✓	✓	✓		
Venezuela	VE	8	✓	✓	✓	✓		
Vietnam	VN	7	✓	✓	✓	✓		
Virgin Islands (British)	VG	8	✓	✓	✓	✓		
Virgin Islands (U.S.)	VI	8			✓	✓		
Yemen	YE	8	✓	✓	✓	✓		
Zambia	ZM	8	✓	✓	✓	✓		
Zimbabwe	ZW	8	✓	✓	✓	✓		

✓ = Service available

*For transit times and the availability of Time Definite Services for your origin and destination address please refer to the DHL Capability Tool at dct.dhl.com. In the case of Day Definite Services, please contact us at mydhl.express@dhl.com.

**1 Londonderry (LDY), Belfast (BFS) only; **2 Rest of United Kingdom (GB)

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TRANSIT TIME¹

Transit time			Transit time			Transit time			Transit time		
Country/territory	Time Definite	Day Definite	Country/territory	Time Definite	Day Definite	Country/territory	Time Definite	Day Definite	Country/territory	Time Definite	Day Definite
Afghanistan	4		El Salvador	2		Malawi	3-5		Solomon Islands	5	
Albania	1		Equatorial Guinea	3		Malaysia	2-5		Somalia	6	
Algeria	1-2		Eritrea	4		Maldives	4		Somaliland, Republic of	6	
American Samoa	5		Estonia	1	4	Mali	2		South Africa	2-5	
Andorra	3		Ethiopia	2		Malta	1		South Sudan	4	
Angola	4-5		Falkland Islands (Malvinas)	6		Marshall Islands	6		Spain	1	5-7
Anguilla	3		Faroe Islands	2		Martinique	2		Sri Lanka	3	
Antigua and Barbuda	3		Fiji	4		Mauritania	3		St. Barthelemy	3	
Argentina	2-5		Finland	1-2	5-7	Mauritius	3		St. Maarten	3	
Armenia	2		France	1	3-4	Mayotte	6		Sudan	3	
Aruba	3		French Guiana	3		Mexico	2-4		Suriname	4	
Australia	3-4		Gabon	2		Micronesia	6		Swaziland	3	
Austria	1	2	Gambia	3		Moldova, Republic of	2		Sweden	1	3-4
Azerbaijan	2		Georgia	2		Monaco	1-2	5	Switzerland	1	
Bahamas	2		Germany	1	3-4	Mongolia	3		Syrian Arab Republic	7-8	
Bahrain	2		Ghana	2-3		Montserrat	3		Tahiti	8	
Bangladesh	3		Gibraltar	2		Morocco	1-2		Taiwan	2	
Barbados	2		Greece	1-2	4-7	Mozambique	3-7		Tajikistan	4	
Belarus	2		Greenland	5		Myanmar (Burma)	7		Tanzania, United Republic of	2-3	
Belgium	1	3	Grenada	3		Namibia	3-5		Thailand	2-4	
Belize	3		Guadeloupe	2		Nauru	5		Timor-Leste, D.R. of	11	
Benin	2		Guam	4		Nepal	3		Togo	2	
Bermuda	2		Guatemala	2		Netherlands	1	2	Tonga	5	
Bhutan	7		Guernsey	2		Nevis	3		Trinidad and Tobago	3	
Bolivia	3		Guinea	2		New Caledonia	5		Tunisia	2	
Bonaire	3		Guinea-Bissau	5		New Zealand	3-6		Turkey	1-3	
Bosnia and Herzegovina	1-2		Guyana	3		Nicaragua	2		Turks and Caicos Islands	3	
Botswana	3		Haiti	3		Niger	3		Tuvalu	10	
Brazil	3-7		Honduras	2		Nigeria	2-4		Uganda	2-3	
Brunei Darussalam	3		Hong Kong SAR China	2		Niue	5		Ukraine	1-2	
Bulgaria	1	3	Hungary	1	3	Norway	1-2	3-7	United Arab Emirates	2	
Burkina Faso	3		Iceland	1		Oman	2-3		United Kingdom	1	5-8
Burundi	3		India	2-8		Pakistan	2-3		United States	1-4	
Cambodia	2		Indonesia	2-5		Palau	5		Uruguay	2	
Cameroon	2-5		Iran (Islamic Republic of)	4		Panama	2		Uruguay	2	
Canada	2-4		Iraq	5-7		Papua New Guinea	4-5		Vanuatu	5	
Canary Islands, The	2-3		Ireland	1	4	Paraguay	2		Vatican City State	1-2	
Cape Verde	6		Israel	2-8		Peru	2-3		Venezuela	3-4	
Cayman Islands	2		Italy	1-2	4-7	Philippines	2-5		Vietnam	2-3	
Central African Republic	5		Jamaica	2-3		Portugal	1-3	6	Virgin Islands (British)	3	
Chad	6		Japan	2-3		Puerto Rico	2-3		Virgin Islands (U.S.)	3-4	
Chile	2-3		Jersey	2		Qatar	2		Yemen	4-6	
China	2-5		Jordan	2-4		Republic of Montenegro	2		Zambia	3-5	
Colombia	2-3		Kazakhstan	2-5		Reunion	4		Zimbabwe	3-6	
Commonwealth No. Mariana Islands	4		Kenya	2-3		Romania	1	3			
Comoros	5		Kiribati	10-13		Russian Federation	1-4				
Congo	2		Korea, Democratic People's Republic	8		Rwanda	3				
Congo, Democratic Republic of	2-6		Korea, Republic of	2-3		Saint Eustatius	3				
Cook Islands	4		Kosovo	2		Saint Helena	7				
Costa Rica	2		Kuwait	2		Saint Kitts and Nevis	3				
Cote d'Ivoire	2		Kyrgyzstan	4		Saint Lucia	3				
Croatia	1	4	Lao People's Democratic Republic	4		Saint Vincent and The Grenadines	3				
Cuba	4		Latvia	1	3	Samoa	3				
Curacao	3		Lebanon	2		San Marino	1-2	5			
Cyprus	2		Lesotho	3		Sao Tome and Principe	3				
Czech Republic	1	2	Liberia	3		Saudi Arabia	2-4				
Denmark	1	3	Libya	7		Senegal	2				
Djibouti	3		Liechtenstein	1-2	5	Serbia, Republic of	1-2				
Dominica	3		Lithuania	1	3	Seychelles	3				
Dominican Republic	3-4		Luxembourg	1	3	Sierra Leone	3				
Ecuador	2-3		Macau SAR China	3		Singapore	2				
Egypt	2-3		Macedonia North	2		Slovakia	1	3			
			Madagascar	3		Slovenia	1	2			

¹For transit times and the availability of DHL Express 12:00 and DHL Express 9:00 for your origin and destination address please refer to the DHL Capability Tool at dct.dhl.com. Do you have any questions? Please contact us at mydhl.express.dhl.

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DHL EXPRESS WORLDWIDE IMPORT 3RD COUNTRY

Origin and Destination Countries Zoning Table

Country/territory	Zone	Country/territory	Zone	Country/territory	Zone	Country/territory	Zone
Afghanistan	ROW	Dominican Republic	AM2	Libya	ROW	Senegal	ROW
Albania	EU3	Ecuador	AM3	Liechtenstein	EU3	Serbia, Republic of	EU3
Algeria	ROW	Egypt	ROW	Lithuania	EU2	Seychelles	ROW
American Samoa	AM2	El Salvador	AM2	Luxembourg	EU1	Sierra Leone	ROW
Andorra	EU2	Eritrea	ROW	Macau SAR China	AP1	Singapore	AP1
Angola	ROW	Estonia	EU2	Madagascar	ROW	Slovakia	EU2
Anguilla	AM2	Ethiopia	ROW	Malawi	ROW	Slovenia	EU2
Antigua	AM2	Falkland Islands	ROW	Malaysia	AP1	Solomon Islands	ROW
Argentina	AM3	Faroe Islands	EU3	Maldives	ROW	Somalia	ROW
Armenia	ROW	Fiji	ROW	Mali	ROW	Somaliland, Rep of (North Somalia)	ROW
Aruba	AM2	Finland	EU2	Malta	EU2	South Africa	MA1
Australia	AP2	France	EU1	Marshall Islands	AM2	South Sudan	ROW
Austria	EU1	French Guiana	AM3	Martinique	AM2	Spain	EU1
Azerbaijan	ROW	Gabon	ROW	Mauritania	ROW	Sri Lanka	AP2
Bahamas	AM2	Gambia	ROW	Mauritius	ROW	St Helena	ROW
Bahrain	MA1	Georgia	ROW	Mayotte	ROW	St. Barthelemy	AM2
Bangladesh	AP2	Germany	EU1	Mexico	AM1	St. Eustatius	AM2
Barbados	AM2	Ghana	ROW	Micronesia, Federated States of	ROW	St. Kitts	AM2
Belarus	ROW	Gibraltar	EU3	Moldova, Republic of	ROW	St. Lucia	AM2
Belgium	EU1	Greece	EU2	Monaco	EU1	St. Maarten	AM2
Belize	AM2	Greenland	EU3	Mongolia	ROW	St. Vincent	AM2
Benin	ROW	Grenada	AM2	Montenegro, Republic of	EU3	Sudan	ROW
Bermuda	AM2	Guadeloupe	AM2	Montserrat	AM2	Suriname	AM3
Bhutan	ROW	Guam	AM2	Morocco	ROW	Swaziland	ROW
Bolivia	AM3	Guatemala	AM2	Mozambique	ROW	Sweden	EU2
Bonaire	AM2	Guernsey	EU3	Myanmar	ROW	Switzerland	EU3
Bosnia and Herzegovina	EU3	Guinea Republic	ROW	Namibia	ROW	Syria	ROW
Botswana	ROW	Guinea-Bissau	ROW	Nauru, Republic of	ROW	Tahiti	ROW
Brazil	AM3	Guinea-Equatorial	ROW	Nepal	ROW	Taiwan	AP1
Brunei	ROW	Guyana (British)	AM3	Netherlands, The	EU1	Tanzania	ROW
Bulgaria	EU2	Haiti	AM2	Nevis	AM2	Thailand	AP1
Burkina Faso	ROW	Honduras	AM2	New Caledonia	ROW	Timor-Leste	ROW
Burundi	ROW	Hong Kong SAR China	AP1	New Zealand	AP2	Togo	ROW
Cambodia	ROW	Hungary	EU2	Nicaragua	AM2	Tonga	ROW
Cameroon	ROW	Iceland	EU3	Niger	ROW	Trinidad and Tobago	AM2
Canada	AM1	India	AP2	Nigeria	ROW	Tunisia	ROW
Canary Islands, The	EU3	Indonesia	AP2	Niue	ROW	Turkey	EU3
Cape Verde	ROW	Iran (Islamic Republic of)	ROW	North Macedonia	EU3	Turkmenistan	ROW
Cayman Islands	AM2	Iraq	ROW	Norway	EU3	Turks and Caicos Islands	AM2
Central African Republic	ROW	Ireland, Republic of	EU1	Oman	MA1	Tuvalu	ROW
Chad	ROW	Israel	EU3	Pakistan	ROW	Uganda	ROW
Chile	AM3	Italy	EU1	Palau	AM2	Ukraine	ROW
China, People's Republic	AP1	Jamaica	AM2	Panama	AM2	United Arab Emirates	MA1
Colombia	AM3	Japan	AP1	Papua New Guinea	ROW	United Kingdom	EU2
Commonwealth No. Mariana Islands	AM2	Jersey	EU3	Paraguay	AM3	United States of America	AM1
Comoros	ROW	Jordan	ROW	Peru	AM3	Uruguay	AM3
Congo	ROW	Kazakhstan	ROW	Philippines, The	AP2	Uzbekistan	ROW
Congo, The Democratic Republic of	ROW	Kenya	ROW	Poland	EU2	Vanuatu	ROW
Cook Islands	ROW	Kiribati	ROW	Portugal	EU1	Vatican City	EU1
Costa Rica	AM2	Korea, Republic of (South Korea)	AP1	Puerto Rico	AM2	Venezuela	AM3
Cote d'Ivoire	ROW	Korea, the D.P.R of (North Korea)	ROW	Qatar	MA1	Vietnam	AP2
Croatia	EU2	Kosovo	ROW	Reunion, Island of	ROW	Virgin Islands (British)	AM2
Cuba	AM2	Kuwait	MA1	Romania	EU2	Virgin Islands (US)	AM2
Curacao	AM2	Kyrgyzstan	ROW	Russian Federation, The	ROW	Yemen, Republic of	ROW
Cyprus	EU2	Lao People's Democratic Republic	ROW	Rwanda	ROW	Zambia	ROW
Czech Republic, The	EU2	Latvia	EU2	Samoa	ROW	Zimbabwe	ROW
Denmark	EU2	Lebanon	ROW	San Marino	EU1		
Djibouti	ROW	Lesotho	ROW	Sao Tome and Principe	ROW		
Dominica	AM2	Liberia	ROW	Saudi Arabia	MA1		

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Origin zone \ Destination zone	EU1	EU2	EU3	AP1	AP2	AM1	AM2	AM3	MA1	ROW
EU1	1	2	3	4	5	4	5	6	4	6
EU2	2	2	3	5	5	5	6	6	4	6
EU3	3	3	3	5	6	6	6	6	5	7
AP1	5	6	6	3	4	4	7	7	6	8
AP2	6	6	7	3	4	7	8	8	6	8
AM1	4	5	6	3	6	3	5	5	7	8
AM2	5	6	7	6	8	4	5	6	7	8
AM3	5	6	6	6	8	5	5	5	7	8
MA1	5	5	5	5	5	7	7	7	4	7
ROW	5	5	7	7	7	7	8	8	7	8



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Export

DHL EXPRESS WORLDWIDE



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
Non-dutiable documents up to 2kg								
0.5	279	302	323	327	333	354	367	410
1	344	372	394	398	404	442	459	512
1.5	404	439	464	468	474	526	547	607
2	464	506	534	538	544	610	635	702
Non-dutiable documents over 2kg and dutiable packages								
0.5	279	302	323	403	409	448	457	506
1	344	372	394	476	489	538	551	610
1.5	404	439	464	544	560	623	639	706
2	464	506	534	612	631	708	727	802
2.5	522	570	605	679	698	789	814	897
3	574	635	673	744	763	862	894	987
3.5	626	700	741	809	828	935	974	1,077
4	678	765	809	874	893	1,008	1,054	1,167
4.5	730	830	877	939	958	1,081	1,134	1,257
5	782	895	945	1,004	1,023	1,154	1,214	1,347
5.5	817	937	990	1,045	1,063	1,208	1,267	1,405
6	852	979	1,035	1,086	1,103	1,262	1,320	1,463
6.5	887	1,021	1,080	1,127	1,143	1,316	1,373	1,521
7	922	1,063	1,125	1,168	1,183	1,370	1,426	1,579
7.5	957	1,105	1,170	1,209	1,223	1,424	1,479	1,637
8	992	1,147	1,215	1,250	1,263	1,478	1,532	1,695
8.5	1,027	1,189	1,260	1,291	1,303	1,532	1,585	1,753
9	1,062	1,231	1,305	1,332	1,343	1,586	1,638	1,811
9.5	1,097	1,273	1,350	1,373	1,383	1,640	1,691	1,869
10	1,132	1,315	1,395	1,414	1,423	1,694	1,744	1,927
11	1,152	1,337	1,427	1,450	1,465	1,752	1,816	2,001
12	1,172	1,359	1,459	1,486	1,507	1,810	1,888	2,075
13	1,192	1,381	1,491	1,522	1,549	1,868	1,960	2,149
14	1,212	1,403	1,523	1,558	1,591	1,926	2,032	2,223
15	1,232	1,425	1,555	1,594	1,633	1,984	2,104	2,297

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DHL EXPRESS WORLDWIDE



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
16	1,252	1,447	1,587	1,630	1,675	2,042	2,176	2,371
17	1,272	1,469	1,619	1,666	1,717	2,100	2,248	2,445
18	1,292	1,491	1,651	1,702	1,759	2,158	2,320	2,519
19	1,312	1,513	1,683	1,738	1,801	2,216	2,392	2,593
20	1,332	1,535	1,715	1,774	1,843	2,274	2,464	2,667
21	1,362	1,577	1,767	1,822	1,893	2,334	2,530	2,741
22	1,392	1,619	1,819	1,870	1,943	2,394	2,596	2,815
23	1,422	1,661	1,871	1,918	1,993	2,454	2,662	2,889
24	1,452	1,703	1,923	1,966	2,043	2,514	2,728	2,963
25	1,482	1,745	1,975	2,014	2,093	2,574	2,794	3,037
26	1,512	1,787	2,027	2,062	2,143	2,634	2,860	3,111
27	1,542	1,829	2,079	2,110	2,193	2,694	2,926	3,185
28	1,572	1,871	2,131	2,158	2,243	2,754	2,992	3,259
29	1,602	1,913	2,183	2,206	2,293	2,814	3,058	3,333
30	1,632	1,955	2,235	2,254	2,343	2,874	3,124	3,407
40	1,832	2,325	2,685	2,714	2,793	3,354	3,754	4,157
50	2,032	2,695	3,135	3,174	3,243	3,834	4,384	4,907
60	2,232	3,065	3,585	3,634	3,693	4,314	5,014	5,657
70	2,432	3,435	4,035	4,094	4,143	4,794	5,644	6,407
For each additional 0.5kg								
Above 10kg	10	11	16	18	21	29	36	37
Above 20kg	15	21	26	24	25	30	33	37
For each additional 1kg								
Above 30kg	20	37	45	46	45	48	63	75
Above 70kg	34	48	61	61	62	69	73	95
Above 300kg	46	62	80	80	80	91	95	125

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DHL MEDICAL EXPRESS



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	345	375	400	509	526	557	568	629
1	424	458	486	595	621	661	680	752
1.5	494	538	572	678	707	761	784	867
2	564	618	658	761	793	861	888	982
2.5	632	693	741	843	879	957	992	1,095
3	694	768	824	922	959	1,045	1,087	1,201
3.5	756	843	907	1,001	1,039	1,133	1,182	1,307
4	818	918	990	1,080	1,119	1,221	1,277	1,413
4.5	880	993	1,073	1,159	1,199	1,309	1,372	1,519
5	942	1,068	1,156	1,238	1,279	1,397	1,467	1,625
5.5	979	1,117	1,208	1,285	1,326	1,459	1,529	1,693
6	1,016	1,166	1,260	1,332	1,373	1,521	1,591	1,761
6.5	1,053	1,215	1,312	1,379	1,420	1,583	1,653	1,829
7	1,090	1,264	1,364	1,426	1,467	1,645	1,715	1,897
7.5	1,127	1,313	1,416	1,473	1,514	1,707	1,777	1,965
8	1,164	1,362	1,468	1,520	1,561	1,769	1,839	2,033
8.5	1,201	1,411	1,520	1,567	1,608	1,831	1,901	2,101
9	1,238	1,460	1,572	1,614	1,655	1,893	1,963	2,169
9.5	1,275	1,509	1,624	1,661	1,702	1,955	2,025	2,237
10	1,312	1,558	1,676	1,708	1,749	2,017	2,087	2,305
11	1,336	1,586	1,716	1,754	1,799	2,083	2,171	2,393
12	1,360	1,614	1,756	1,800	1,849	2,149	2,255	2,481
13	1,384	1,642	1,796	1,846	1,899	2,215	2,339	2,569
14	1,408	1,670	1,836	1,892	1,949	2,281	2,423	2,657
15	1,432	1,698	1,876	1,938	1,999	2,347	2,507	2,745
16	1,456	1,726	1,916	1,984	2,049	2,413	2,591	2,833
17	1,480	1,754	1,956	2,030	2,099	2,479	2,675	2,921
18	1,504	1,782	1,996	2,076	2,149	2,545	2,759	3,009
19	1,528	1,810	2,036	2,122	2,199	2,611	2,843	3,097
20	1,552	1,838	2,076	2,168	2,249	2,677	2,927	3,185
21	1,580	1,886	2,132	2,216	2,309	2,741	3,001	3,263

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DHL MEDICAL EXPRESS



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
22	1,608	1,934	2,188	2,264	2,369	2,805	3,075	3,341
23	1,636	1,982	2,244	2,312	2,429	2,869	3,149	3,419
24	1,664	2,030	2,300	2,360	2,489	2,933	3,223	3,497
25	1,692	2,078	2,356	2,408	2,549	2,997	3,297	3,575
26	1,720	2,126	2,412	2,456	2,609	3,061	3,371	3,653
27	1,748	2,174	2,468	2,504	2,669	3,125	3,445	3,731
28	1,776	2,222	2,524	2,552	2,729	3,189	3,519	3,809
29	1,804	2,270	2,580	2,600	2,789	3,253	3,593	3,887
30	1,832	2,318	2,636	2,648	2,849	3,317	3,667	3,965
40	2,082	2,728	3,126	3,168	3,369	3,847	4,347	4,785
50	2,332	3,138	3,616	3,688	3,889	4,377	5,027	5,605
60	2,582	3,548	4,106	4,208	4,409	4,907	5,707	6,425
70	2,832	3,958	4,596	4,728	4,929	5,437	6,387	7,245
For each additional 0.5kg								
Above 10kg	12	14	20	23	25	33	42	44
Above 20kg	14	24	28	24	30	32	37	39
For each additional 1kg								
Above 30kg	25	41	49	52	52	53	68	82
Above 70kg	34	46	63	64	65	68	76	95
Above 300kg	46	62	79	80	82	91	93	124

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DHL EXPRESS ENVELOPE



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
Express Envelope up 0,3kg								
0,3	235	257	271	275	281	300	311	347

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DHL ECONOMY SELECT



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
1	217	233	250	259	17	419	452	499	518
2	269	289	309	321	18	421	454	504	521
3	301	322	344	358	19	423	456	509	524
4	333	355	379	395	20	425	458	514	527
5	365	388	414	432	21	430	462	517	531
6	373	398	424	445	22	435	466	520	535
7	381	408	434	458	23	440	470	523	539
8	389	418	444	471	24	445	474	526	543
9	397	428	454	484	25	450	478	529	547
10	405	438	464	497	26	455	482	532	551
11	407	440	469	500	27	460	486	535	555
12	409	442	474	503	28	465	490	538	559
13	411	444	479	506	29	470	494	541	563
14	413	446	484	509	30	475	498	544	567
15	415	448	489	512	31	481	505	556	579
16	417	450	494	515	32	487	512	568	591

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DHL ECONOMY SELECT



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
33	493	519	580	603	60	655	708	904	927
34	499	526	592	615	61	661	715	916	939
35	505	533	604	627	62	667	722	928	951
36	511	540	616	639	63	673	729	940	963
37	517	547	628	651	64	679	736	952	975
38	523	554	640	663	65	685	743	964	987
39	529	561	652	675	66	691	750	976	999
40	535	568	664	687	67	697	757	988	1,011
41	541	575	676	699	68	703	764	1,000	1,023
42	547	582	688	711	69	709	771	1,012	1,035
43	553	589	700	723	70	715	778	1,024	1,047
44	559	596	712	735	80	799	866	1,136	1,167
45	565	603	724	747	90	883	954	1,248	1,287
46	571	610	736	759	100	967	1,042	1,360	1,407
47	577	617	748	771	125	1,177	1,262	1,640	1,707
48	583	624	760	783	150	1,387	1,482	1,920	2,007
49	589	631	772	795	175	1,597	1,702	2,200	2,307
50	595	638	784	807	200	1,807	1,922	2,480	2,607
51	601	645	796	819	225	2,017	2,142	2,760	2,907
52	607	652	808	831	250	2,227	2,362	3,040	3,207
53	613	659	820	843	275	2,437	2,582	3,320	3,507
54	619	666	832	855	300	2,647	2,802	3,600	3,807
55	625	673	844	867	For each additional 5kg				
56	631	680	856	879	Above 70kg	42	44	56	60
57	637	687	868	891	Above 300kg	46	51	65	66
58	643	694	880	903					
59	649	701	892	915					

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DHL EXPRESS WORLDWIDE IMPORT



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
Non-dutiable documents up 2kg								
0.5	337	366	390	423	433	457	473	505
1	416	449	477	494	517	547	569	609
1.5	484	527	562	573	596	632	660	709
2	552	605	647	652	675	717	751	809
Non-dutiable documents over 2kg and dutiable packages								
0.5	337	366	390	490	497	539	545	603
1	416	449	477	569	590	645	656	725
1.5	484	527	562	643	675	747	763	840
2	552	605	647	717	760	849	870	955
2.5	622	679	732	791	847	948	975	1,071
3	686	750	802	861	923	1,036	1,068	1,181
3.5	750	821	872	931	999	1,124	1,161	1,291
4	814	892	942	1,001	1,075	1,212	1,254	1,401
4.5	878	963	1,012	1,071	1,151	1,300	1,347	1,511
5	942	1,034	1,082	1,141	1,227	1,388	1,440	1,621
5.5	980	1,079	1,132	1,187	1,273	1,440	1,493	1,687
6	1,018	1,124	1,182	1,233	1,319	1,492	1,546	1,753
6.5	1,056	1,169	1,232	1,279	1,365	1,544	1,599	1,819
7	1,094	1,214	1,282	1,325	1,411	1,596	1,652	1,885
7.5	1,132	1,259	1,332	1,371	1,457	1,648	1,705	1,951
8	1,170	1,304	1,382	1,417	1,503	1,700	1,758	2,017
8.5	1,208	1,349	1,432	1,463	1,549	1,752	1,811	2,083
9	1,246	1,394	1,482	1,509	1,595	1,804	1,864	2,149
9.5	1,284	1,439	1,532	1,555	1,641	1,856	1,917	2,215
10	1,322	1,484	1,582	1,601	1,687	1,908	1,970	2,281
11	1,348	1,512	1,618	1,643	1,727	1,970	2,052	2,355
12	1,374	1,540	1,654	1,685	1,767	2,032	2,134	2,429
13	1,400	1,568	1,690	1,727	1,807	2,094	2,216	2,503
14	1,426	1,596	1,726	1,769	1,847	2,156	2,298	2,577
15	1,452	1,624	1,762	1,811	1,887	2,218	2,380	2,651

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DHL EXPRESS WORLDWIDE IMPORT



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
16	1,478	1,652	1,798	1,853	1,927	2,280	2,462	2,725
17	1,504	1,680	1,834	1,895	1,967	2,342	2,544	2,799
18	1,530	1,708	1,870	1,937	2,007	2,404	2,626	2,873
19	1,556	1,736	1,906	1,979	2,047	2,466	2,708	2,947
20	1,582	1,764	1,942	2,021	2,087	2,528	2,790	3,021
21	1,634	1,808	2,000	2,073	2,139	2,594	2,860	3,103
22	1,686	1,852	2,058	2,125	2,191	2,660	2,930	3,185
23	1,738	1,896	2,116	2,177	2,243	2,726	3,000	3,267
24	1,790	1,940	2,174	2,229	2,295	2,792	3,070	3,349
25	1,842	1,984	2,232	2,281	2,347	2,858	3,140	3,431
26	1,894	2,028	2,290	2,333	2,399	2,924	3,210	3,513
27	1,946	2,072	2,348	2,385	2,451	2,990	3,280	3,595
28	1,998	2,116	2,406	2,437	2,503	3,056	3,350	3,677
29	2,050	2,160	2,464	2,489	2,555	3,122	3,420	3,759
30	2,102	2,204	2,522	2,541	2,607	3,188	3,490	3,841
40	2,352	2,634	3,032	3,061	3,117	3,728	4,210	4,661
50	2,602	3,064	3,542	3,581	3,627	4,268	4,930	5,481
60	2,852	3,494	4,052	4,101	4,137	4,808	5,650	6,301
70	3,102	3,924	4,562	4,621	4,647	5,348	6,370	7,121
For each additional 0.5kg								
Above 10kg	13	14	18	21	20	31	41	37
Above 20kg	26	22	29	26	26	33	35	41
For each additional 1kg								
Above 30kg	25	43	51	52	51	54	72	82
Above 70kg	37	49	63	63	63	70	79	99
Above 300kg	45	61	79	79	79	90	92	123

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DHL EXPRESS WORLDWIDE IMPORT 3RD COUNTRY



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
Non-dutiable documents up 2kg								
0.5	355	426	462	498	533	569	641	712
1	497	596	647	697	747	796	898	997
1.5	604	723	789	846	910	966	1,090	1,211
2	711	850	931	995	1,073	1,136	1,282	1,425
Non-dutiable documents over 2kg and dutiable packages								
0.5	355	426	533	569	605	676	783	853
1	497	596	718	768	819	903	1,040	1,138
1.5	604	723	860	917	982	1,073	1,232	1,352
2	711	850	1,002	1,066	1,145	1,243	1,424	1,566
2.5	818	971	1,144	1,215	1,308	1,413	1,616	1,780
3	867	1,027	1,215	1,307	1,415	1,534	1,750	1,958
3.5	916	1,083	1,286	1,399	1,522	1,655	1,884	2,136
4	965	1,139	1,357	1,491	1,629	1,776	2,018	2,314
4.5	1,014	1,195	1,428	1,583	1,736	1,897	2,152	2,492
5	1,063	1,251	1,499	1,675	1,843	2,018	2,286	2,670
5.5	1,106	1,301	1,562	1,761	1,942	2,131	2,413	2,840
6	1,149	1,351	1,625	1,847	2,041	2,244	2,540	3,010
6.5	1,192	1,401	1,688	1,933	2,140	2,357	2,667	3,180
7	1,235	1,451	1,751	2,019	2,239	2,470	2,794	3,350
7.5	1,278	1,501	1,814	2,105	2,338	2,583	2,921	3,520
8	1,321	1,551	1,877	2,191	2,437	2,696	3,048	3,690
8.5	1,364	1,601	1,940	2,277	2,536	2,809	3,175	3,860
9	1,407	1,651	2,003	2,363	2,635	2,922	3,302	4,030
9.5	1,450	1,701	2,066	2,449	2,734	3,035	3,429	4,200
10	1,493	1,751	2,129	2,535	2,833	3,148	3,556	4,370
11	1,579	1,851	2,255	2,691	3,017	3,374	3,810	4,684
12	1,665	1,951	2,381	2,847	3,201	3,600	4,064	4,998
13	1,751	2,051	2,507	3,003	3,385	3,826	4,318	5,312
14	1,837	2,151	2,633	3,159	3,569	4,052	4,572	5,626
15	1,923	2,251	2,759	3,315	3,753	4,278	4,826	5,940

Table continues overleaf

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DHL EXPRESS WORLDWIDE IMPORT 3RD COUNTRY



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
16	2,009	2,351	2,885	3,471	3,937	4,504	5,080	6,254
17	2,095	2,451	3,011	3,627	4,121	4,730	5,334	6,568
18	2,181	2,551	3,137	3,783	4,305	4,956	5,588	6,882
19	2,267	2,651	3,263	3,939	4,489	5,182	5,842	7,196
20	2,353	2,751	3,389	4,095	4,673	5,408	6,096	7,510
21	2,439	2,849	3,517	4,251	4,857	5,634	6,350	7,824
22	2,525	2,947	3,645	4,407	5,041	5,860	6,604	8,138
23	2,611	3,045	3,773	4,563	5,225	6,086	6,858	8,452
24	2,697	3,143	3,901	4,719	5,409	6,312	7,112	8,766
25	2,783	3,241	4,029	4,875	5,593	6,538	7,366	9,080
26	2,869	3,339	4,157	5,031	5,777	6,764	7,620	9,394
27	2,955	3,437	4,285	5,187	5,961	6,990	7,874	9,708
28	3,041	3,535	4,413	5,343	6,145	7,216	8,128	10,022
29	3,127	3,633	4,541	5,499	6,329	7,442	8,382	10,336
30	3,213	3,731	4,669	5,655	6,513	7,668	8,636	10,650
40	3,923	4,591	5,739	7,145	8,213	9,808	11,056	13,500
50	4,633	5,451	6,809	8,635	9,913	11,948	13,476	16,350
60	5,343	6,311	7,879	10,125	11,613	14,088	15,896	19,200
70	6,053	7,171	8,949	11,615	13,313	16,228	18,316	22,050
For each additional 0.5kg								
Above 10kg	43	50	63	78	92	113	127	157
Above 20kg	43	49	64	78	92	113	127	157
For each additional 1kg								
Above 30kg	71	86	107	149	170	214	242	285
Above 70kg	71	85	107	149	170	214	242	285
Above 300kg	81	99	124	164	197	245	278	328

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DHL IMPORT MEDICAL EXPRESS



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	428	467	497	630	654	691	704	780
1	524	565	603	725	772	820	843	932
1.5	610	659	707	816	878	944	972	1,073
2	696	753	811	907	984	1,068	1,101	1,214
2.5	782	844	912	998	1,092	1,188	1,227	1,354
3	861	931	999	1,088	1,189	1,296	1,342	1,487
3.5	940	1,018	1,086	1,178	1,286	1,404	1,457	1,620
4	1,019	1,105	1,173	1,268	1,383	1,512	1,572	1,753
4.5	1,098	1,192	1,260	1,358	1,480	1,620	1,687	1,886
5	1,177	1,279	1,347	1,448	1,577	1,728	1,802	2,019
5.5	1,224	1,332	1,406	1,500	1,633	1,788	1,861	2,099
6	1,271	1,385	1,465	1,552	1,689	1,848	1,920	2,179
6.5	1,318	1,438	1,524	1,604	1,745	1,908	1,979	2,259
7	1,365	1,491	1,583	1,656	1,801	1,968	2,038	2,339
7.5	1,412	1,544	1,642	1,708	1,857	2,028	2,097	2,419
8	1,459	1,597	1,701	1,760	1,913	2,088	2,156	2,499
8.5	1,506	1,650	1,760	1,812	1,969	2,148	2,215	2,579
9	1,553	1,703	1,819	1,864	2,025	2,208	2,274	2,659
9.5	1,600	1,756	1,878	1,916	2,081	2,268	2,333	2,739
10	1,647	1,809	1,937	1,968	2,137	2,328	2,392	2,819
11	1,679	1,841	1,981	2,022	2,179	2,400	2,488	2,897
12	1,711	1,873	2,025	2,076	2,221	2,472	2,584	2,975
13	1,743	1,905	2,069	2,130	2,263	2,544	2,680	3,053
14	1,775	1,937	2,113	2,184	2,305	2,616	2,776	3,131
15	1,807	1,969	2,157	2,238	2,347	2,688	2,872	3,209
16	1,839	2,001	2,201	2,292	2,389	2,760	2,968	3,287
17	1,871	2,033	2,245	2,346	2,431	2,832	3,064	3,365
18	1,903	2,065	2,289	2,400	2,473	2,904	3,160	3,443
19	1,935	2,097	2,333	2,454	2,515	2,976	3,256	3,521
20	1,967	2,129	2,377	2,508	2,557	3,048	3,352	3,599
21	2,023	2,185	2,437	2,568	2,625	3,116	3,440	3,703

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DHL IMPORT MEDICAL EXPRESS



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
22	2,079	2,241	2,497	2,628	2,693	3,184	3,528	3,807
23	2,135	2,297	2,557	2,688	2,761	3,252	3,616	3,911
24	2,191	2,353	2,617	2,748	2,829	3,320	3,704	4,015
25	2,247	2,409	2,677	2,808	2,897	3,388	3,792	4,119
26	2,303	2,465	2,737	2,868	2,965	3,456	3,880	4,223
27	2,359	2,521	2,797	2,928	3,033	3,524	3,968	4,327
28	2,415	2,577	2,857	2,988	3,101	3,592	4,056	4,431
29	2,471	2,633	2,917	3,048	3,169	3,660	4,144	4,535
30	2,527	2,689	2,977	3,108	3,237	3,728	4,232	4,639
40	2,877	3,179	3,567	3,708	3,847	4,348	5,012	5,569
50	3,227	3,669	4,157	4,308	4,457	4,968	5,792	6,499
60	3,577	4,159	4,747	4,908	5,067	5,588	6,572	7,429
70	3,927	4,649	5,337	5,508	5,677	6,208	7,352	8,359
For each additional 0.5kg								
Above 10kg	16	16	22	27	21	36	48	39
Above 20kg	28	28	30	30	34	34	44	52
For each additional 1kg								
Above 30kg	35	49	59	60	61	62	78	93
Above 70kg	42	51	69	70	71	79	88	110
Above 300kg	47	61	81	82	83	91	102	127

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DHL ECONOMY SELECT IMPORT



Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
1	240	257	275	286	26	501	531	589	610
2	298	317	339	354	27	507	534	594	615
3	332	354	379	396	28	513	537	599	620
4	366	391	419	438	29	519	540	604	625
5	400	428	459	480	30	525	543	609	630
6	411	439	471	494	31	532	551	621	642
7	422	450	483	508	32	539	559	633	654
8	433	461	495	522	33	546	567	645	666
9	444	472	507	536	34	553	575	657	678
10	455	483	519	550	35	560	583	669	690
11	456	486	523	553	36	567	591	681	702
12	457	489	527	556	37	574	599	693	714
13	458	492	531	559	38	581	607	705	726
14	459	495	535	562	39	588	615	717	738
15	460	498	539	565	40	595	623	729	750
16	461	501	543	568	41	602	631	741	762
17	462	504	547	571	42	609	639	753	774
18	463	507	551	574	43	616	647	765	786
19	464	510	555	577	44	623	655	777	798
20	465	513	559	580	45	630	663	789	810
21	471	516	564	585	46	637	671	801	822
22	477	519	569	590	47	644	679	813	834
23	483	522	574	595	48	651	687	825	846
24	489	525	579	600	49	658	695	837	858
25	495	528	584	605	50	665	703	849	870

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Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
51	672	711	861	882
52	679	719	873	894
53	686	727	885	906
54	693	735	897	918
55	700	743	909	930
56	707	751	921	942
57	714	759	933	954
58	721	767	945	966
59	728	775	957	978
60	735	783	969	990
61	742	791	981	1,002
62	749	799	993	1,014
63	756	807	1,005	1,026
64	763	815	1,017	1,038
65	770	823	1,029	1,050
66	777	831	1,041	1,062
67	784	839	1,053	1,074
68	791	847	1,065	1,086
69	798	855	1,077	1,098
70	805	863	1,089	1,110

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
80	893	959	1,217	1,244
90	981	1,055	1,345	1,378
100	1,069	1,151	1,473	1,512
125	1,289	1,391	1,793	1,847
150	1,509	1,631	2,113	2,182
175	1,729	1,871	2,433	2,517
200	1,949	2,111	2,753	2,852
225	2,169	2,351	3,073	3,187
250	2,389	2,591	3,393	3,522
275	2,609	2,831	3,713	3,857
300	2,829	3,071	4,033	4,192
For each additional 5kg				
Above 70kg	44	48	64	67
Above 300kg	50	55	72	74

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Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
1	287	308	329	343	26	603	631	708	722
2	356	379	407	426	27	609	636	712	728
3	398	423	456	476	28	615	641	716	734
4	440	467	505	526	29	621	646	720	740
5	482	511	554	576	30	627	651	724	746
6	495	525	568	592	31	637	661	739	761
7	508	539	582	608	32	647	671	754	776
8	521	553	596	624	33	657	681	769	791
9	534	567	610	640	34	667	691	784	806
10	547	581	624	656	35	677	701	799	821
11	549	583	630	659	36	687	711	814	836
12	551	585	636	662	37	697	721	829	851
13	553	587	642	665	38	707	731	844	866
14	555	589	648	668	39	717	741	859	881
15	557	591	654	671	40	727	751	874	896
16	559	593	660	674	41	737	761	889	911
17	561	595	666	677	42	747	771	904	926
18	563	597	672	680	43	757	781	919	941
19	565	599	678	683	44	767	791	934	956
20	567	601	684	686	45	777	801	949	971
21	573	606	688	692	46	787	811	964	986
22	579	611	692	698	47	797	821	979	1,001
23	585	616	696	704	48	807	831	994	1,016
24	591	621	700	710	49	817	841	1,009	1,031
25	597	626	704	716	50	827	851	1,024	1,046

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Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
51	837	861	1,039	1,061	80	1,127	1,161	1,462	1,498
52	847	871	1,054	1,076	90	1,227	1,271	1,600	1,650
53	857	881	1,069	1,091	100	1,327	1,381	1,738	1,802
54	867	891	1,084	1,106	125	1,577	1,656	2,083	2,182
55	877	901	1,099	1,121	150	1,827	1,931	2,428	2,562
56	887	911	1,114	1,136	175	2,077	2,206	2,773	2,942
57	897	921	1,129	1,151	200	2,327	2,481	3,118	3,322
58	907	931	1,144	1,166	225	2,577	2,756	3,463	3,702
59	917	941	1,159	1,181	250	2,827	3,031	3,808	4,082
60	927	951	1,174	1,196	275	3,077	3,306	4,153	4,462
61	937	961	1,189	1,211	300	3,327	3,581	4,498	4,842
62	947	971	1,204	1,226	For each additional 5kg				
63	957	981	1,219	1,241	Above 70kg	50	55	69	76
64	967	991	1,234	1,256	Above 300kg	58	61	81	81
65	977	1,001	1,249	1,271					
66	987	1,011	1,264	1,286					
67	997	1,021	1,279	1,301					
68	1,007	1,031	1,294	1,316					
69	1,017	1,041	1,309	1,331					
70	1,027	1,051	1,324	1,346					

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PROHIBITED AND RESTRICTED COMMODITIES

A variety of laws and regulations, as well as security measures, prevents DHL Express from accepting certain commodities for transport.

Prohibited goods

- Live animals (Including mammals, reptiles, fish, invertebrates, amphibians insects and birds)
- Human remains or ashes in any form
- Bullion (of any precious metal), loose precious and semi-precious stones, amber
- Cash (current legal tender) (bank notes, currency notes and coins)
- Hunting (animal) trophies, animal parts such as ivory and shark's fin, animal remains, or animal-by-products and derived products not intended for human consumption, prohibited for movement by the CITES Convention and/or local law.
- Complete firearms and important parts of firearms, ammunition, explosives/explosive devices including inert explosives and test pieces, air guns, replica and imitation firearms
- Illegal goods, such as narcotics, pornography
- Counterfeit goods in breach of IPR
- Medicinal cannabis (in tablet or liquid form)
- Goods illegal in the destination country

Restricted goods

- Toy guns and replica ammunition
- Tasers and firearm parts
- Antiques and works of art
- Banderols/tax stickers
- Cigarettes, cigars, tobacco products, and electronic cigarettes
- Dangerous and perishable goods
- "Cash-like" negotiable instruments in bearer form
- Jewelry and watches
- Electronics (including phones, tablets, laptops, GPS, power tools)
- Commemorative coins and medals

Restricted goods may be accepted following prior formal consent by DHL Express. Detailed information concerning prohibited and restricted goods is available at DHL Express Customer Service – International Shipments or DHL Express Sales Representative. Any shipment may be inspected if a DHL Express Courier or DHL Express Customer Service staff have doubts about its content.

DHL Express does not accept to carry goods Act of 9 March 2017 on the road monitoring system carriage of goods, and in particular: motor fuels and their derivatives, fuel, oils and lubricants, which can be used as additives for motor fuels, products containing ethyl alcohol (alcohol-based defoamers) ethyl alcohol, diluents and solvents), ethyl alcohol totally contaminated in quantities exceeding 500 kg or 500 liters and tobacco drum irrespective of the quantity. List of goods covered by the monitoring system on puesc.gov website.

GETTING IN TOUCH WITH DHL

Complaints

We do our best to deliver all of our customers' shipments safely and on time. In case of any complaints or remarks on the quality of our services, please contact us at mydhl.express@dhl.com.

Contact DHL Express

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Valid: 1st January 2022

The information in this guide is correct as of 1st January 2022. DHL reserves the right to amend or modify any of the information at any time.