Why should I use a freight forwarder like DHL GLOBAL FORWARDING?
There are many components in the supply chain. We eliminate all the pain and effort associated with dealing with carriers, customs, compliance, paperwork, etc., ensuring quality through control of the supply chain. We can offer you added value services as standard including insurance, transport to/from airports and security services.

If my cargo is lost or damaged will DHL GLOBAL FORWARDING refund me?
Freight Forwarders and Carriers have limited liability under international conventions for the loss or damage of goods. In the case of an incident, your compensation is normally calculated against a ‘standard’ liability clause. For this reason, we offer DHL Cargo Insurance to cover the gap between standard liability and the full value of your goods. Your local sales rep can provide full details and cover.

are there any restrictions on what I can ship?
The size and weight of your shipment might restrict how quickly we are able to move it through the air, and some goods are regulated by international law. However, we will work with you to meet your requirements.

What will I see on the invoice?
We can offer all-in pricing to make your invoices clearer. We want to ensure there are no surprises so you can accurately predict what you will pay.

What if I can’t afford air Freight?
a combination of air, ocean, ground Forward to maximize efficiency, with the emphasis on the air component to ensure speed to market. By combining our products we can offer a seamless mix of transport modes to match delivery schedule and cost requirements.

What happens if my shipment is delayed?
We are committed to lead times and take steps to overcome delays through block space agreements or by alternative routing where possible. However, when a delay is unavoidable, we will work proactively with you to agree a suitable delivery time.

What do I have to pay fuel surcharges?
Fuel prices can alter due to factors such as the time of year or International events. In order to minimize this impact, we quote as low a rate as possible and add the minimum amount of surcharge possible to cover the actual increased fuel costs.

WHY YOU SHOULD CHOOSE DHL AIR FORWARD

• With over 850 offices, we are always where you need us.
• Our reach and range of services mean you only deal with one company, giving you greater control over your supply chain.
• As part of Deutsche Post DHL we promise sound financial backing and stability.
• Sector specific expertise includes Automotive, Energy, Chemicals, Retail, Technology, Consumer, Engineering and Manufacturing, Life Sciences and Healthcare.
• Security and compliance are important to us, that’s why we have highly experienced experts in customs and regulations to ensure freight moves quickly and securely.
• Our in depth sector expertise means we can add real value to your business.
• Sector specific expertise includes Automotive, Energy, Chemicals, Retail, Technology, Consumer, Engineering and Manufacturing, Life Sciences and Healthcare.
• Security and compliance are important to us, that’s why we have highly experienced experts in customs and regulations to ensure freight moves quickly and securely.

DHL AIR FORWARD runs from every major market around the globe with 15,000 consolidation flights every week – more than any other operator.

In addition to our comprehensive range of services including blended air-ocean, road haulage, cargo insurance, security services and screening solutions we also offer:

• Online information, customs brokerage and bonded warehousing – no other company has a broader range.
• We can ship products as a consolidated cargo and then break them down and distribute them using our DHL Door-to-Door™ product in our controlled environment.
• Charter solutions for oversized, heavyweight cargo, dangerous goods, perishables, valuables.

Need more information about DHL AIR FORWARD? Talk to your local Sales Rep, or contact our AIR FORWARD experts at www.dhl.com.
That's why more international businesses are choosing DHL GLOBAL FORWARDING as their air freight partner. With over 11,000 consolidation flights every week and daily flights from more major locations, we maintain a fast, secure and flexible service with the reliability and assured supply chain management you demand. From tailored sector specific solutions to simple volume air freight, we can offer a broader range of services for every size of business, including:

- Temperature controlled shipments for the Life Sciences and Healthcare
- Multi-modal track and trace for greater certainty
- Easy to use information systems

Today’s dynamic global markets demand an Air Freight partner who is able to take on more of your logistical load. The challenge is to find a supplier able to offer increased capacity across more routes worldwide, who strikes the right balance between budgets and outstanding service quality, and provides a single, dedicated point of contact that will save you time.

Air Freight is a category of products that predominantly use an air mode and offer a choice of delivery speeds. Whether your grade needs PROMPT (P) speed or SPECIAL HANDLING, we have a solution that suits your requirements.

**DHL AIR FORWARD**

The DHL premium management solution for temperature sensitive goods in the pre-launch, launch and delivery at destination to ensure fast door to door performance. DHL AIR FORWARD is the right choice. It includes priority handling at origin, first flight out, specialized handling, and delivery at destination to ensure fast door to door performance.

**DHL AIR PRIOITY**

For time sensitive cargo DHL AIR PRIORTY is the right choice. It includes priority handling at origin, first flight out, specialized handling, and delivery at destination to ensure fast door to door performance.

**DHL AIR CONNECT**

With over 1,000 scheduled departures per week from over 250 city pairs DHL AIR CONNECT is the right balance of speed and efficiency for moving a wide range of shipments door to door to every major worldwide.

**DHL AIR ECONOMY**

Using alternative connections and carrier selection, DHL AIR ECONOMY is a cost effective product with less customer service. For time sensitive cargo where reliability still counts, this is an economical choice.

**DHL AIR CHARTER**

Provides flexible capacity and routing options for your special Lkl requirements. From new product launches and last door situations to handling oversized, heavy gauge or other special cargo, we can offer dedicated charter options to key customer's.

**DHL DURCHVERS**

A combination of AIR, OCEAN, GROUND FORWARDING to maximize efficiency, with the emphasis on the AIR component to ensure speed to market. By combining air products we can offer a competitive mix of transport modes to match delivery schedule and cost requirements.

- **DHL AIR CONNECT**
  - Combines DHL leading intercontinental transportation capabilities with our complete ground and distribution network. DHL AIR CONNECT provides end-to-end transparency and helps shorten your delivery time to market – cutting supply chain costs.
  - Note: DHL END TO MORE options are not available in all regions.

**DHL AIR CONCEPT**

A combination of AIR, OCEAN, GROUND FORWARDING to maximize efficiency, with the emphasis on the DHL component to ensure speed to market. By combining air products we can offer a competitive mix of transport modes to match delivery schedule and cost requirements.

- **DHL AIR CONNECT**
  - Combines DHL leading intercontinental transportation capabilities with our complete ground and distribution network. DHL AIR CONNECT provides end-to-end transparency and helps shorten your delivery time to market – cutting supply chain costs.
  - Note: DHL END TO MORE options are not available in all regions.
Today’s dynamic global markets demand an Air Freight partner who is able to take on more of your logistics load.

The challenge is to find a supplier able to offer increased capacity across more routes worldwide, who strikes the right balance between budgets and outstanding service quality, and provides a single, dedicated point of contact that will save you time. That’s why more international businesses are choosing DHL GLOBAL FORWARDING as their air freight partner.

With over 11,000 consolidation flights every week and daily flights from more major locations, we maintain a fast, secure and flexible service with the visibility and assured supply chain management you demand.

From tailored sector-specific solutions to simple volume air freight, we offer a broader range of services for every size of business, including:

• Temperature controlled shipments for the Life Sciences and Healthcare
• Multi-modal truck and trace for greater certainty
• Caterer solutions for emergency and specialist cargo
• Easy to use information systems

As well as access to the greatest global network, DHL AIR FORWARD provides a range of valuable additional services. Whatever your ambitions or plans, we have the scope to support them:

• Easy to use information systems
• Charter solutions for oversize and specialist cargo
• Multi-modal track and trace for greater certainty
• Door-to-Door (D2D) movement at a considerably lower cost than pure air freight.

For time sensitive cargo DHL AIR PRIORITY is the right choice. It includes priority handling at origin, first flight out, upfront clearance and delivery to destination to ensure fast door to door performance.

DHL AIR PRICING

For more information on DHL AIR PRICING, please contact your local office. We can tailor a solution that suits your requirements.

DHL AIR CONNEX

DHL AIR CONNEX is our premium management solution for temperature sensitive goods in the pre-launch, launch and distribution stages through visibility, accuracy, security and compliance.

DHL AIR FOCUS

DHL AIR FOCUS is our premium service for life sciences air freight, delivering unparalleled visibility supported by a worldwide network of Good Distribution Practice (GDP) certified life sciences stations, regulatory compliant customer procedures, 24/7/365 proactive shipment monitoring and interventions, managed through the industry’s only purpose-built IT system, LifeTrack.

DHL LIFECONEX is our premium solution for temperature sensitive goods in the pre-launch, launch and distribution stages through visibility, accuracy, security and compliance.

DHL AIR COMBINED

A combination of AIR, OCEAN, GROUND FORWARD to maximize efficiency, with the emphasis on the AIR component to ensure speed to market. By combining air products we can offer a tailored mix of transport modes to match delivery schedule and cost requirements.

DHL AIR COMBINED

Combines DHL leading intercontinental transportation capabilities with our comprehensive ground distribution network. DHL AIR TO-MORE™ provides end-to-end transparency and helps deliver your door to door is the industry’s only purpose-built IT system, LifeTrack.

DHL LIFECONEX is our premium solution for temperature sensitive goods in the pre-launch, launch and distribution stages through visibility, accuracy, security and compliance.

DHL AIR FORWARD

For more information on DHL AIR FORWARD, please contact your local office. We can tailor a solution that suits your requirements.
Today’s dynamic global markets demand an Air Freight partner who is able to take on more of your logistics load. The challenge is to find a supplier able to offer increased capacity across more routes worldwide, who strikes the right balance between budgets and outstanding service quality, and provides a single, dedicated point of contact that will save you time.

That’s why more international businesses are choosing DHL GLOBAL FORWARDING as their air freight partner. With over 11,100 consolidation flights every week and daily flights from more major locations, we maintain a fast, secure and flexible service with the visibility and assured supply chain management you deserve.

From tailored sector-specific solutions to simple volume air freight, we offer a broader range of services for every size of business, including:

- **Temperature controlled shipments for the Life Sciences and Healthcare**
- **A multi-modal track and trace for greater certainty**
- **Customs expertise where you need it most**
- **Charter solutions for emergency and specialist cargo**
- **Easy to use information systems**

As well as access to the greatest global network, DHL AIR FORWARD provides a range of valuable additional services. Whatever your ambitions or plans, we have the scope to support them:

- **DHL AIR PRIORITY**
  - For time sensitive cargo DHL AIR PRIORITY is the right choice. It includes priority handling at origin, first flight out, airfares, clearance and delivery at destination to ensure first class door to door performance.
- **DHL AIR CONNECT**
  - With over 1,500 scheduled departures per week from over 150 cities per day, DHL AIR CONNECT is the right balance of speed and efficiency for moving a wide range of shipments door to door in every major marketplace worldwide.
- **DHL AIR ECONOMY**
  - Using alternative air and carrier solutions, DHL AIR ECONOMY is a cost effective product with less customer service. For two to ten consignees where reliability still matters, this is an economical choice.
- **DHL AIR CHARTER**
  - Provides flexible capacity and routing options for your special air freight requirements. From new product launches and live data situations to handling oversized, high value or other special cargoes, we have qualified charter experts in key centers of trade.
- **DHL AIR FREIGHT services for any size of business, including**
  - Charter solutions for oversized and specialist cargo
  - Customs expertise where you need it most
  - Multi-modal track and trace for greater certainty
  - Around the world, we invest in our own teams of dedicated, DHL airport-based staff to ensure that your Air Freight to us, it will be managed by us, not by airport ground handlers or airline staff.
- **DHL AIRECON**
  - Combines DHL’s leading international transportation capabilities with our complete air/ocean distribution network. DHL AIRECON offers end-to-end transparency and helps shorten your delivery time to market – cutting supply chain costs.
- **DHL THERMNET**
  - The global standard for temperature-controlled life sciences air freight, delivers unparalleled visibility supported by a worldwide network of Good Distribution Practice (GDP) certified life sciences stations, regulatory compliant customer procedures, 24/7/365 proactive shipment monitoring and intervention, managed through the industry’s only purpose-built IT system, LifeTrack.
- **DHL LIFECONEX**
  - DHL LIFECONEX is your premium management solution for temperature sensitive goods in the pre-launch, launch and distribution stages through visibility, quality, accuracy and efficiency. With post-shipment diagnostics, SHAs, auditing and support, DHL LIFECONEX is further enhanced through cold chain optimization and data analysis services.
That's why more international businesses are choosing DHL AIR FORWARD, who are able to provide a single, dedicated point of contact that will save you time.

Today’s dynamic global markets demand an Air Freight partner who is able to take on more of your logistics load.

That’s why more international businesses are choosing DHL GLOBAL FORWARDING as their Air Freight partner. With over 13,000 consolidation flights every week and daily flights from more major locations, we maintain a fast, secure and flexible service with the reliability and assured supply chain management you demand.

From tailored sector specific solutions to simple volume air freight, we offer a broader range of services for every size of business, including:

• Temperature controlled shipments for the Life Sciences and Healthcare

DHL THermo xeT is the industry’s only purpose-built IT system, providing QS ITG-certified airfreight services, 24/7/365 proactive shipment monitoring and intervention, managed through the industry’s only purpose-built IT system, LifeTrack.

• Customs expertise where you need it most

DHL LIFECons is our premium management solution for temperature sensitive goods at the pre-launch, launch and delivery stages through visibility, accuracy, quality, and efficiency. With post shipment analysis services.

• Multi-modal track and trace for greater certainty

DHL LIFEOX is further enhanced through cold chain optimization and data analysis services.

• Easy to use information systems

As well as access to the greatest global network, DHL AIR FORWARD provides a range of valuable additional services. Whatever your ambitions or plans, we have the scope to support them:

• We work with you to understand your requirements and provide a dedicated service contract.
• We consolidate Air Freight from various countries at regional hubs with guaranteed slots.
• Our DOOR TO DOOR product is our range of door-to-door distribution services with all-in-one booking – and the online application gives you real-time visibility of each item.
• We can blend Air and Ocean Freight to provide a seamless look and feel around your schedule and cost requirements.
• We lead the industry in investing in security screening.
• By handling our own ICAO/US major routes, we prevent individual consignees from being split. This ensures faster direct recovery times, reduces the risk of damage or theft, and optimises unit charges by combining direct and lightfreight cargo.
• Around the world, we invest in our own teams of dedicated, DHL airport-based staff to ensure that AIR FORWARD always delivers high levels of safety and security.
• Where our customers trust their Air Freight to us, it will be managed by us, not by airport ground handlers or airline staff.

Air FORWARD is a category of products that predominantly use an air mode and offer a choice of delivery speeds. Whether your goods need PRIORITY speed or SPECIAL HANDLING, we have a solution that suits your requirements.

DHL AIR PRIORITY
For time sensitive cargo DHL AIR PRIORITY is the right choice. It includes priority handling at origin, first flight, unloaded clearance and delivery to destination to ensure fast door to door performance.

DHL AIR CONNECT
With over 7,000 scheduled departures per week from over 250 city pairs DHL AIR CONNECT is the right balance of speed and efficiency for moving a wide range of shipments door to door in every major marketplace worldwide.

DHL AIR ECONOMY
Using a combination of air and ocean carrier solutions, DHL AIR ECONOMY is a cost efficient product with less customer service. For time sensitive cargo where reliability still counts, this is an economical choice.

DHL AIR CHARTER
Provides flexible capacity and routing options for your special LCL shipments. From new product launches and live demonstration situations to handling express, hungry or other special cargos, we have qualified charter experts in key centres of trade.

DHL AIR CONVEYED
A combination of AIR, OCEAN, GROUND FORWARDING to maximise efficiency, with the emphasis on the AIR component to ensure speed to market. By combining air products we can offer a range of transport modes to match delivery schedule and cost requirements.

• DHL DOOR-TO-DOOR
Combines DHL leading intercontinental transportation capabilities with our comprehensive special distribution network. DHL DOOR-TO-DOOR provides end-to-end transparency and helps shorten your delivery time to market – cutting supply chain costs.

• DHL SEAF
Combines the speed of AIR FORWARD products with the economy of OCEAN FORWARD. This product offers the ideal balance for improved transit times over conventional Less than Container Load (LCL) movement at a considerably lower cost than air freight.
WHY SHOULD I USE A FREIGHT FORWARDER LIKE DHL GLOBAL FORWARDING?

There are many components in the supply chain. We streamline all the pain and effort associated with dealing with carriers, customs, documentation, paperwork, etc. ensuring quality throughout control of the supply chain. We can offer you added value services as standard including insurance, transport to/from airports and security services.

IF MY CARGO IS LOST OR DAMAGED WILL DHL GLOBAL FORWARDING REFUND ME?

Freight Forwarders and Carriers have limited liability under international conventions for the loss or damage of goods. In the case of an incident, your compensation is normally calculated against a ‘standard’ liability clause. For this reason, we offer DHL Cargo Insurance to cover the gap between standard liability and the full value of your goods. Your local sales rep can provide full details and cover.

ARE THERE ANY RESTRICTIONS ON WHAT I CAN SHIP?

The size and weight of your shipment might restrict how quickly we are able to move it through the air, and some goods are regulated by international law. However, we will work with you to meet your requirements.

WHAT WILL I SEE ON THE INVOICE?

We can offer all-in pricing to make your invoices clearer. We want to ensure there are no surprises so you can accurately predict what you will pay.

WHAT IF I CAN’T AFFORD AIR FREIGHT?

As part of DHL’s network of products and services, we can offer a seamless mix of transport modes to match delivery schedule and cost requirements.

WHAT HAPPENS IF MY SHIPMENT IS DELAYED?

We are committed to lead times and take steps to overcome delays through block space agreements or by alternative routing where possible. However, when a delay is unavoidable, we will work proactively with you to agree a suitable delivery time.

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WHAT IF I CAN’T AFFORD AIR FREIGHT?

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How do I find out where my shipment is?

DHL InterActive (DHLi) enables you to book, track and report on your shipments anytime, anywhere, giving you a consolidated view of your goods.

Why do I have to pay fuel surcharges?

Fuel prices can alter due to factors such as the time of year or International events. In order to minimize this impact, we quote as low a rate as possible and add the minimum amount of surcharge possible to cover the actual increased fuel costs.

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**WHAT IF I CAN’T AFFORD AIR FREIGHT?**

A combination of AIR, OCEAN, ROAD (FORWARDING) to maximise efficiency with the emphasis on the AIR component to ensure speed to market. By combining our products we can offer a number of cost-effective transport modes to match delivery schedules and cost requirements.

**WHAT HAPPENS IF MY SHIPMENT IS DELAYED?**

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**HOW DO I FIND OUT WHERE MY SHIPMENT IS?**

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**WHY DO I HAVE TO PAY FUEL SURCHARGES?**

Fuel prices can alter during the time of your order or when unexpected, unforeseen events occur. In order to minimise this impact, we quote as low a rate as possible and add the minimum amount of any additional fuel surcharge to cover the actual increased fuel costs.