

YOU SELL. WE DELIVER.

Thank you for choosing DHL eCommerce Solutions – your partner for comprehensive shipping and e-commerce solutions. DHL eCommerce Solutions offers choice, convenience, control and quality for both you and your customers. Our global team are dedicated to providing innovative solutions that create a great online experience.

This toolkit provides you with key information and know-how regarding our shipping services and solutions. It can get you up and running in no time to be able to use our shipping service every day!

“We work with our online retail customers to drive costs out of their supply chain. Offering economy and hybrid options for international consumer deliveries.”

Denise McGruther
Managing Director, DHL eCommerce Solutions



WE MAKE INTERNATIONAL B2C SHIPPING SIMPLE AND AFFORDABLE

Benefits

Simple and affordable international shipping solutions designed to maximize your market reach while minimizing your efforts and costs. Let us show you how we make international shipping simple and affordable.

SIMPLE



One label for delivery and customs clearance



Integration with online market places (e.g. Amazon, eBay)



Postal clearance and P.O. Box delivery



Milestone tracking options



Account manager dedicated to you along with local customer service support

AFFORDABLE



All-inclusive door to door rates – no hidden charges



Postage based on actual weight – not volumetric



Pick up service¹ – no minimum volume



Standard compensation² included for coverage up to AUD\$50.00



Additional insurance² available from only AUD\$1.50/pc for increased coverage

1. No minimum volume requirements for pick up service. Pick up charges may apply and might differ depending on your geographical location.

2. Standard compensation and additional insurance are not available for all products.

PRODUCTS THAT SUIT YOUR INTERNATIONAL BUSINESS

Products



Products	Coverage	Weight	Size limit	Labelling	Transit time	Tracking	Clearance	Delivery	Compensation
DHL Packet International The cost-effective delivery solution for light weight and lower value merchandise which do not require tracking visibility.	Worldwide	Up to 2kg	L+W+H <90cm L = <60cm Minimum = >90 x 140mm	One shipment label for all destinations	Range definite depending on destination	No tracking	Simplified postal customs clearance Duties and taxes paid by receiver	Through local postal providers	None included
DHL Packet Plus International Enhanced product for budget conscious e-tailers, promising a reliable delivery for light weight and lower value merchandise where tracking visibility is needed.	Worldwide	Up to 2kg	L+W+H <90cm L = <60cm Minimum = >90 x 140mm	One shipment label for all destinations	Range definite depending on destination		Simplified postal customs clearance Duties and taxes paid by receiver	Through local postal providers	Standard compensation based on declared value or up to maximum of AUD\$50.00 whichever is lower Option for additional insurance ² via Shipment Value Protection
DHL Parcel International Standard Easy to use and economical solution for merchandise weighing up to 20kg with reliable delivery where tracking visibility is needed.	Worldwide	Up to 20kg	L+W+H <150cm L = <105cm	One shipment label for all destinations	Range definite depending on destination		Simplified postal customs clearance Duties and taxes paid by receiver	Through local postal providers	Standard compensation based on declared value or up to maximum of AUD\$50.00 whichever is lower Option for additional insurance ² via Shipment Value Protection
DHL Parcel International Direct Exciting new commercial product with faster transit times and additional benefits.	US, UK, NZ, DE, EU	Up to 20kg ³	L/W/H <120/60/60cm ³	One shipment label for all destinations	4–6 business days ³	End to end tracking	Commercial customs clearance Duties and taxes paid by shipper	Through delivery partners	Standard compensation based on declared value or up to maximum of AUD\$150.00 whichever is lower Option for additional insurance ² via Shipment Value Protection

1. Milestone tracking is showing up to 6 tracking events on the destination postal website and on the DHL eCommerce Customer Web Portal (certain countries only).

2. Additional insurance is available via Shipment Value Protection from only AUD\$1.50/pc for increased coverage.

3. Depending on destination for DHL Parcel International Direct.

Please note: for urgent, high value or domestic shipments, please contact DHL Express for their courier services on 131406

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SHIP ONLINE WITH US

Integration

WEB PORTAL

Ship online from anywhere using
Designed with you and your business in mind, it
provides the ideal platform with auto-upload function,
Pick up and Pay invoice options as well as milestone
tracking visibility.

Our Web Portal has direct integration with eBay and
Amazon – allowing complete automation for you.

Click on the eBay and Amazon icons to learn how.

SOFTWARE PARTNERS

DHL eCommerce is partnered with several shipping
software providers to allow you access amongst
others to the following market places and platforms:

-  – www.starshipit.com
-  – www.readytoship.com.au
-  – www.shippit.com



INTEGRATED SOLUTIONS

Simplify your shipping needs and integrate your website
directly with us. Our API suite and direct integration
options offer a quick and effective way to enhance your
e-commerce shipping capabilities.

PACK IT UP

Preparation

1. PACK



Pack your individual shipments in your own branded or plain packaging. (No visible DHL or other International logistics provider logos).

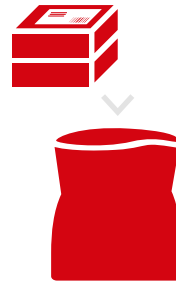
2. LABEL



Print your labels after Shipment Creation via our Web Portal. Attach one shipment label per individual shipment.

Print your Handover Note for the collective shipment after Shipment Submission.

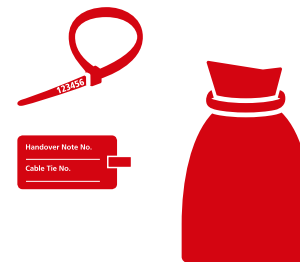
3. GROUP



Individual shipments will need to be grouped into a collective shipment by placing each individual shipment into a large bag or box.

Include the Handover Note printed from our Web Portal inside the collective shipment.

4. SEAL



Seal the collective shipment (large bag or box) securely either using cable ties for bags or durable tape for boxes so no shipments can be lost in transit to our Distribution Centers.

5. REQUEST



Request a pickup in our Web Portal and attach a pickup label on outside of the collective shipment.

Alternatively, you can drop off at our Sydney Distribution Center.

6. HAND OVER



Hand over the collective shipment to the driver.

DOCUMENTATION

Preparation

DHL eCommerce SOLUTIONS INDIVIDUAL SHIPMENT LABEL

Shipment ID: AUF0C194375283KJ

Remarks:

CUSTOMS DECLARATION CN22
Postal Administration (May be opened officially) Important!

☐ Gift ☐ Sample
☐ Printed Matter ☒ Others (Tick as appropriate)

Detailed description of contents Value
BLUE COTTON T-SHIRT AUD 5.0

Origin Country Total Weight (kg) Total Value
AU 100.0 AUD 5.0

I, hereby undersigned whose name and address are given on the item certify that the particulars given in the declaration are correct and that this item does not contain any dangerous articles or articles prohibited by legislation or by postal or customs regulations.

Date and Senders Signature
FOCDGM 21-02-2017

PPS

R 93094210320401344034

EXAMPLE COMPANY
CONSIGNEE NAME
ADDRESS LINE 1
ADDRESS LINE 2
ADDRESS LINE 3
AUCKLAND
1010
New Zealand

DHL eCommerce SOLUTIONS HANDOVER NOTE

DHL Handover Note

1 Pick-up Account Details

Pick-up Name FOCDGM Account No. 000005998

2 Shipping Service(s)

Shipping Service(s) DHL Packet Plus International

3 Details

Total	No. of Items	Weight(kg)	No. of Receptacles
	2	0.30	

DHL Distribution Centre
DHL eCommerce - Sydney Terminal

Handover Info ☐ Drop-Off ☒ Pick-Up

Remarks/VAS

4 Signature

I declare the contents of the shipment under this Handover Note does not contain any prohibited or hazardous goods. The General Terms and Conditions of DHL eCommerce shall apply on the services provided by DHL eCommerce.

Signature FOCDGM Date 21-Feb-2017 13:07:46

DHL EXPRESS AIRWAY BILL AND WAYBILL DOC FOR COLLECTIVE SHIPMENT

EXPRESS DOMESTIC DOM **DHL**

From: ABC Test Company
John Gilzen
Unit 18
51 Example St
Brisbane QLD 2008
Australia
Contact: PH: +61025556789

To: DHL EXPRESS MASCOT OPERATIONS
1 KEITH SMITH AVENUE
MASCOT 2020
Australia

Ref: 0.5 kg 1/1

WAYBILL 47 0539 8062
(2L)AU2020+46000000

WAYBILL 47 0539 8062
(J) J011 4600 0068 8103 5364

"WAYBILL DOC"
Not to be attached to package - Hand to Courier
00304116.076, ExpressDoc 05.09.05 / 16-1427

Shipper: ABC Test Company
John Gilzen
Unit 18
51 Example St
Brisbane QLD 2008
Australia
Contact: PH: +61025556789
eMail: Thes.Karacoo@dhl.com
Account No.: *****

Receiver: DHL EXPRESS MASCOT OPERATIONS
1 KEITH SMITH AVENUE
MASCOT 2020
Australia
Contact: OPERATIONS
eMail: PH: +61296699000

AU-SYD-SSE AU-SYD-SSE SSJX

Product Details: IN EXPRESS DOMESTIC (46)
Payor Details: Freight Payor

Shipment Details:
Est. Cost (Net Ship Wgt (kg) / Dim Wgt (kg)) Pieces
0.5 kg 1

Waybill to Courier (Left) Signature Date 05.08.17/17

Waybill to Receiver (Right) Signature Date 05.08.17/17

License Plate of Vehicle in Transport: J01146000068103564

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WHAT ELSE DO YOU NEED?

Preparation

SUPPLIES TO GET STARTED

Shipment labels for individual shipments

- Document printer size: 4 labels per page.
- Zebra printer size: 10cm x 15cm (6" x 4").

Packaging for individual shipments

Plain packaging without visible DHL or other International logistics provider logos.

You are required to purchase your own shipment labels from an office supply shop and use your own packaging for each individual shipment.

Packaging for collective shipments for pick up

The following supplies can be provided by our local Customer Service team:
these supplies will be fulfilled and dispatched within 5–7 business days of receiving your request.

- | | |
|---------------------------------------|-----------------------------|
| ■ Large bags (100cm x 70cm) | Min 10 – Max 50 per order. |
| ■ Window sleeves (for pick up labels) | Min 10 – Max 100 per order. |
| ■ Cable ties | Min 10 – Max 100 per order. |

VENDOR SET UP INFORMATION

ABN 38 093 118 346

Deutsche Post Global Mail (Australia) Pty Ltd trading as
DHL eCommerce Solutions Australia

Bank details

Bank: ANZ Bank Limited
Branch: 1191 Botany Road Mascot NSW 2020
BSB: 012-345
SWIFT: ANZBAU3M
A/C No.: 8376-91528
A/C Name: Deutsche Post Global Mail (Australia) Pty Ltd

PORTAL PAYMENT GATEWAY

Our Web Portal supports credit card payments for MasterCard, VISA and AMEX, as well as invoice overview with download option and a transaction history. In your Web Portal account go to: Account & Settings > Manage Accounts > Billing Details. Please note: access is available depending on your user profile. Credit Card fees may apply.

MAKE SURE IT IS SUITABLE TO SEND

Restrictions

One of the biggest challenges for e-tailers is understanding all transport regulations. As your logistics specialist, DHL eCommerce Solutions can help you figure this out. However, it is important to keep in mind that as the shipper you are responsible for ensuring your shipments are not prohibited or restricted and are fit for carriage through the network. DHL eCommerce Solutions is a Regulated Air Cargo Agent (RACA) and adheres to the International Air Transport Association (IATA) regulations.

DESCRIPTION OF CONTENT

Shipment content on a customs declaration are identified by customs at the destination country through the content description on the shipment label. The content description must meet the following requirements:

- Must be in English (and local language if provided)
- Must be a complete and meaningful description of content in precise terms
- Cannot should not include SKU codes or any other abbreviations. SKU codes can be used in the “Item Code” field.

If requirements are not met, the shipment may experience a delay in delivery or is at risk being returned to sender.

SIZES & WEIGHT



There are weight and size limitations with our products as we are depending on the postal network for final delivery.

DHL eCommerce products	Maximum dimension (L+W+H)	Length must not exceed	Maximum weight
DHL Packet International	90cm	60cm	2kg
DHL Packet Plus International	90cm	60cm	2kg
DHL Parcel International Standard	150cm	105cm	20kg
DHL Parcel International Direct	<120/60/60cm ¹	120cm ¹	20kg ¹

1. Depending on destination for DHL Parcel International Direct.

2. In the event that a shipment is sent to any of the countries listed, DHL eCommerce is not liable for non-delivery and charges for the service apply.

P.O. BOX DELIVERIES¹

Shipments for these destinations will be returned to shipper if requirements are not displayed on shipment label.

Mandatory P.O. Box: the following destinations only accept shipments with a P.O. Box address on shipment label: Oman, Papua New Guinea, Qatar and United Arab Emirates.

No P.O. Box allowed: the following zones only accept DHL Parcel International Standard shipments with street address only - no P.O. box allowed: Zone 2 (partially), Zone 3 and Zone 5.

UN EMBARGO COUNTRIES²

The following countries are currently under UN Embargo therefore no shipments can be sent to these destinations. Shipments for these destinations will be returned to shipper: Crimea (Ukraine postcodes beginning with 95-99 and Russia postcodes beginning with 295-299), Cuba, Iran, North Korea, Sudan and Syria.

PROHIBITED AND RESTRICTED GOODS

Restrictions

If you are unsure if the commodities you are shipping are dangerous or restricted, please seek advice from your DHL eCommerce Solutions account manager. All shipments are subject to security screening at our distribution centers and additional charges may apply for exceptional activities.

PROHIBITED

- Animals (incl. insects, hatching eggs)
- Bullion
- Counterfeit or pirated goods
- Currency
- Dangerous goods, hazardous or combustible materials
- Drugs and narcotics (illegal)
- Firearms, weapons, knives, ammunition (including replicas), airsoft guns
- Human remains (incl. ashes)
- Irreplaceable items
- Negotiable instruments in Bearer Form
- Pornography
- Any item(s), the carriage of which is prohibited by any law, regulation or state of any federal, state or local government to or through which the shipment may be carried.

DANGEROUS

- Aerosols (incl. hair spray, deodorants)
- Air bag inflators and modules or seat-belt pretensioners
- Alcoholic beverages containing >24% alcohol by volume
- Batteries/cells including: lithium-ion/polymer/metal – alone and in or with electronic devices (incl. Powerbanks)
- Batteries classified as dangerous such as wet spillable/non spillable lead-acid/alkaline batteries
- Carbon dioxide, solid (Dry Ice)
- Corrosives such as: acids, corrosive paint and dyes, rust removers
- Environmental waste (incl. used engine oil, used or damaged batteries)
- Explosives or ammunition (incl. fireworks, flares, sparklers)
- Flammable liquids (incl. acetone, lighter fluid, solvent based paints)
- Flammable solids (incl. magnesium, potassium)
- Gases (incl. flammable, non flammable, compressed, toxic gases)
- Infectious and/or biological substances expected to contain pathogens or other agents
- Matches, lighters or lighter refills (incl. cigarette lighters containing petrol or butane lighters)
- Oxidizing materials or organic peroxides (incl. disinfectants, hair dyes)
- Pesticides, toxic herbicides and insecticides or poisons toxic substances

RESTRICTED

- Alcoholic beverages (incl. beer, wine, spirits)
- Animal (endangered) products, furs, ivory, plant products and plants (incl. animal skins, cotton, seeds, teas)
- Antiques or Fine Art or Works of Art
- Collectibles and/or rare items (worth more than its original purchase or not commonly available)
- Drugs and pharmaceutical products
- Foreign lotteries (incl. circulars)
- Industrial diamonds/carbons
- Medical samples
- Milk powder
- Negotiable instruments in Non-bearer Form
- Perishable items (incl. flowers, foodstuffs, items requiring temperature control or special handling)
- Precious metals and stones (incl. jewellery)
- Publications (certain types may be restricted by law)
- Soil, earth
- Toys
- Tobacco
- Watches, costume jewellery

NEED A PICK UP?

Pick up

We offer a pick up service¹ with no minimum volume requirements.
There are **two options** to request a pick up: **Web Portal** (see steps below) and via our **website**.
After submitting your request, you will receive an email² containing your pick up labels for the collective shipment.

1. SELECT PICK UP	2. REQUEST PICK UP	3. COMPLETE REQUIRED FIELDS	4. PRINT PICK UP LABEL	5. ATTACH LABEL TO SHIPMENT
You are able to place pick up requests in Web Portal if this has been enabled for your account.	After Shipment Submission you are directed to the Request Pickup page.	Number of bags: Max. 50 collective shipment bags are allowed for each pick up request Total weight (kg): Minimum of 0.1kg Request date for pick up: Up to 5 days in advance Period: ³ AM 9am–12am or PM 12pm–5pm The following fields will be auto-populated from your shipment submission or account details: Pickup name, Handover ID number, Email.	Click Pick up request . Print labels from the Pickup Overview tab in Web Portal after confirmation.	Attach the pick up label to the outside of your collective shipment.

CUT-OFF TIMES

Metro areas require a pick up request to be submitted before 1:00pm (AEST) to ensure a same day collection, otherwise your shipments will be collected the following business day.

To request a pick up for remote areas, the cut-off times differ by postcode.

DROP OFF AT OUR DISTRIBUTION CENTER

DHL eCommerce Sydney Distribution Center
Harcourt Business Park
Unit 6, 809-821 Botany Road
Rosebery NSW 2018

Please note: Steps 1–4 of Preparation are still required before drop off at our distribution center.

Opening Hours: Monday – Friday 8:00am – 5:00pm

- 1. Pick up charges may apply and might differ depending on your geographical location
- 2. Customer Service business hours are from 9.00am – 5.00pm (AEST). Any pick up requests after these hours will be scheduled for the next business day.
- 3. Availability and period might differ depending on your geographical location. Please contact our Customer Service to confirm your area's cut-off times.

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WHEN CAN I EXPECT DELIVERY?

Delivery

TARGET DELIVERY DAYS FROM AUSTRALIA¹

Top destinations		3 days	4 days	5 days	6 days	7 days	8 days	9 days	10 days	11 days	12+ days
Zone 1	New Zealand	○		○							
Zone 2	China					○			○		
	Japan				○			○			
	Malaysia				○			○			
	Singapore				○			○			
	Rest of Asia Pacific					○					○
Zone 3	France		○		○						
	Germany				○			○			
	Spain		○			○					
	United Kingdom	○			○						
	Rest of Western Europe				○						○
Zone 4	Canada					○				○	
	United States of America					○		○			
Zone 5	Rest of the world							○			○

TRACKING

Milestone tracking updates are available for your customers via our [public tracking page](#) depending on the product. Besides our public tracking page further tracking updates can also be obtained directly on the destination postal website as well.

LOST OR DAMAGED SHIPMENTS

It is possible that shipments get delayed or maybe even lost or damaged in transit.

1. Target delivery days quoted are in business days and exclude local public holidays. Target delivery days are measured from the time the shipments arrive into our Distribution Centers. Target delivery days quoted are estimates based on historical performance and are subject to changes without prior notice. Any delay at the destination countries is beyond the control of DHL eCommerce Solutions. Delivery to areas outside major cities, or where your shipment is dutiable or held at customs may take longer.

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TRACKING YOUR SHIPMENT

Delivery

DHL eCommerce PRODUCTS WITH MILESTONE TRACKING

Tracked products	Web Portal	External website
	✓ 57 countries (shown on right) Track with Shipment Order ID number or Tracking ID number on Web Portal	✓ Worldwide Track with Tracking ID number only on postal website of destination country
	✓ 33 countries (shown on right) Track with Shipment Order ID number or Tracking ID number on Web Portal	✓ Worldwide with some limitations Track with Tracking ID number only on postal website of destination country
DHL Parcel International Direct	✓ Track with Shipment Order ID number or Tracking ID number on Web Portal	✓ Track with Tracking ID number only on delivery partner website
Untracked products	✗	✗

COUNTRIES WITH MILESTONE TRACKING ON WEB PORTAL

DHL Packet Plus International

Albania	Ireland	Puerto Rico
Austria	Italy	Réunion
Belarus	Japan	Russian Federation
Belgium	Korea, Republic of (South K)	Saudi Arabia
Bosnia & Herzegovina	Latvia	Serbia, Republic of
Canada	Lebanon	Slovakia
China, People's Rep. of	Lithuania	Slovenia
Croatia	Luxembourg	Spain
Cyprus	Malaysia	Sweden
Czech Republic	Malta	Switzerland
Denmark	Martinique	Taiwan
Estonia	Netherlands	Thailand
Finland	New Caledonia	Turkey
France	New Zealand	Ukraine
French Polynesia	Norway	United Arab Emirates
Germany	Oman	United Kingdom
Hong Kong	Peru	United States of America
Hungary	Poland	Vietnam
Iceland	Portugal	
India		

DHL Parcel International Standard

Austria	New Zealand
Canada	Norway
China, People's Rep. of	Papua New Guinea
Denmark	Philippines, Rep. of
France	Poland
Germany	Russian Federation
Greece	Singapore
Hong Kong	Spain
Hungary	Switzerland
Indonesia	Thailand
Ireland	United Arab Emirates
Israel	United Kingdom
Italy	United States of America
Japan	Vietnam
Korea, Republic of (South K)	
Luxembourg	
Malaysia	
Mexico	
Netherlands	



ZONE GUIDE

Delivery

- Zone 1 New Zealand
- Zone 2 Asia Pacific
- Zone 3 Western Europe
- Zone 4 North America
- Zone 5 Rest of the World



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ZONE GUIDE

Delivery

Zone 1 New Zealand	Zone 2 Asia Pacific		Zone 3 Western Europe	Zone 4 North America	Zone 5 Rest of the World						
New Zealand	American Samoa	Nauru, Republic of	Austria	Canada	Afghanistan	British Indian Ocean Territory	El Salvador	Honduras	Mexico	St. Kitts and Nevis	Tokelau
	Bangladesh	Nepal	Belgium	United States of America	Åland Islands		Eritrea	Hungary	Moldova, Rep. of	St. Lucia	Trinidad and Tobago
	Bhutan	New Caledonia	Denmark		Albania	Bulgaria	Estonia	Iraq	Monaco	St. Martin (French)	Tunisia
	Brunei Darussalam	Niue	Finland		Algeria	Burkina Faso	Ethiopia	Israel	Montenegro	St. Pierre & Miquelon	Turkey
	Cambodia	Norfolk Island	France		Andorra	Burundi	Falkland Islands	Jamaica	Montserrat	St. Vincent and the Grenadines	Turkmenistan
	China, People's Republic of	Northern Mariana Islands	Germany		Angola	Cameroon	Faroe Islands	Jordan	Morocco		Turks and Caicos Islands
	Cocos (Keeling) Islands	Pakistan	Greece		Anguilla	Cape Verde	French Guiana	Kazakhstan	Mozambique	San Marino	
		Palau, Rep. of	Guernsey		Antarctica	Cayman Islands	French Southern Territories	Kenya	Namibia	São Tomé & Príncipe	Uganda
	Cook Islands	Papua New Guinea*	Iceland		Antigua & Barbuda	Central African Rep.		Kosovo	Nicaragua	Saudi Arabia	Ukraine
	Fiji	Philippines, Republic of the	Ireland		Argentina	Chad	Gabon	Kuwait	Niger	Senegal	United Arab Emirates*
	French Polynesia		Isle of Man		Armenia	Chile	Gambia	Kyrgyzstan	Nigeria	Serbia, Republic of	
	Guam	Samoa	Italy		Aruba	Christmas Island	Georgia	Latvia	Oman*	Seychelles	United States Minor Outlying Islands
	Hong Kong	Singapore	Jersey		Azerbaijan	Colombia	Ghana	Lebanon	Palestine, State of	Sierra Leone	
	India	Solomon Islands	Luxembourg		Bahamas	Comoros, Dem. Rep.	Gibraltar	Lesotho	Panama, Rep. of	Sint Maarten (Dutch)	Uruguay
	Indonesia	Sri Lanka	Netherlands		Bahrain	Congo, Dem. Rep. of	Greenland	Liberia	Paraguay	Slovakia	Uzbekistan
	Japan	Taiwan	Norway		Barbados	Congo, Rep. of the	Grenada	Libya	Peru	Slovenia	Venezuela
	Kiribati	Thailand	Portugal		Belarus	Costa Rica	Guadeloupe	Liechtenstein	Pitcairn	Somalia	Virgin Islands (British)
	Korea, Republic of (South K)	Timor-Leste (East Timor)	Spain		Belize	Cote d' Ivoire (Ivory Coast)	Guatemala	Lithuania	Poland	South Africa, Rep. of	Virgin Islands (U.S.)
	Lao, People's Dem. Rep.	Tonga	Sweden		Benin		Guinea-Bissau	Macedonia, Rep. of	Puerto Rico	South Georgia, South Sandwich Islands	Wallis and Futuna
	Macau	Tuvalu	Switzerland		Bermuda	Croatia	Guinea, Rep. of	Madagascar	Qatar*	Sudan, South	Western Sahara
	Malaysia	Vanuatu	United Kingdom		Bolivia	Curaçao	Guinea, Rep. of Equatorial	Malawi	Réunion	Suriname	Yemen
	Maldives				Bonaire, Sint Eustatius & Saba	Cyprus	Guyana	Mali	Romania		
	Micronesia					Czech Republic	Haiti	Malta	Russian Federation	Svalbard & Jan Mayen	Zimbabwe
	Mongolia				Bosnia and Herzegovina	Djibouti	Heard Island, McDonald Islands	Marshall Islands	Rwanda		
	Myanmar				Botswana	Dominica		Martinique	St. Barthélemy	Swaziland	
					Bouvet Island	Dominican Republic		Mauritania	St. Helena, Ascension, Tristan da Cunha	Tajikistan	
					Brazil	Ecuador	Holy See (Vatican City State)	Mauritius		Tanzania	
						Egypt		Mayotte		Togo	

* Country accepts P.O. Box addresses only.

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LOST OR DAMAGED SHIPMENTS

Delivery

LOST SHIPMENTS

If it seems that your shipment has not been delivered to the receiver, please contact us. We will investigate and if the shipment is declared lost, a claim can be lodged.



DAMAGED SHIPMENTS

If it seems that your shipment was damaged in transit when it was delivered to the receiver, please contact us. A claim can be lodged with supporting photos of the damages to the shipment.



If your shipment is lost or damaged in transit, you may be eligible for compensation depending on the product you used to send it. Add Shipment Value Protection to all your shipments and you'll rest easy. Then, if your shipment is lost or damaged in transit, you should be entitled to compensation up to AUD\$150 or AUD\$300 depending on the product selected.

COMPENSATION FOR DHL eCommerce PRODUCTS

Tracked products	Standard compensation included	Additional insurance with Shipment Value Protection
DHL Packet Plus International	✓ Compensation is based on the declared value or up to maximum of AUD\$50 whichever is lower	For only AUD\$1.50 per shipment to increase coverage of the declared value up to a maximum of AUD\$150
DHL Parcel International Standard	✓ Compensation is based on the declared value or up to maximum of AUD\$50 whichever is lower	For only AUD\$3 per shipment to increase coverage of the declared value up to a maximum of AUD\$300
DHL Parcel International Direct	✓ Compensation is based on the declared value or up to maximum of AUD\$150 whichever is lower	For only AUD\$3 per shipment to increase coverage of the declared value up to a maximum of AUD\$300
Untracked products		
DHL Packet International	✗ Not included	✗ Not available

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GET IN TOUCH

Contact us

FOR YOU



Call us

1800 688 280

Available from 9.00am – 5.00pm (AEST)



Email



Visit us

**DHL eCommerce Solutions
Sydney Distribution Center**

Harcourt Business Park
Unit 6, 809–821 Botany Road
Rosebery NSW 2018

FOR YOUR CUSTOMERS



Call us

Speak your own language with someone local.



Visit us

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