



Euroconnect

DHL Freight's superior **Groupeage (LTJ)** service, offering highly reliable connections across Europe and beyond.



Eurapid

DHL Freight's day-definite, **climate neutral**, premium **Groupeage (LTJ)** service for general cargo, offering highly reliable connections across Europe and beyond.



Euroline International

DHL Freight's flexible, cost efficient and tailor-made direct transport solutions for **international part and full loads (PTL + FTL)**, across Europe and beyond.



Euroline Domestic

DHL Freight's flexible, cost efficient and tailor-made transport solutions for **part and full loads (PTL + FTL)**, across the **Benelux**.

Value-added Service	Description	Additional cost	Additional cost	Additional cost	Additional cost
		* Up to 2.500Kg payable weight	* Up to 2.500Kg payable weight	* Over 2.500Kg payable weight	* As of 5 pallets within Benelux
Time-window delivery or collection	Regular delivery or collection within an agreed time-window	On request	Not available	On request	€ 55,00 per shipment
Booking or pre-advise by DT or in specific system	Advise and agreement of delivery day and time slot with consignee	<u>Monday - Friday:</u> € 50,00 per shipment	Not available	On request	* <i>for windows <= 1 hour</i> € 30,00 per shipment
Pre-10 delivery	Delivery before 10H00 (morning) Coverage - European Road Freight Transit Time Calculator	Not available	€ 50,00 per shipment	Not available	Not available
Pre-12 delivery	Delivery before 12H00 (morning) Coverage - European Road Freight Transit Time Calculator	Not available	€ 25,00 per shipment	Not available	Not available
Tail-lift delivery or collection	Delivery or collection with a truck provided with a tail-lift	Free of charge	Free of charge	On request	On request
Extra loading or delivery address	Extra cost for additional stops	* <i>Always needs to be mentioned upfront</i> Not available	* <i>Always needs to be mentioned upfront</i> Not available	* <i>Always needs to be mentioned upfront</i> On request	* <i>Always needs to be mentioned upfront</i> € 58,00 per stop
Fixed delivery day (FDD)	Shipments that DHL Freight holds on to for specific day delivery. Day can not be earlier than the minimum transit time + 1 day with a max of 5 days deviation	€ 25,00 per shipment	Not available	Not available	* <i>Within 50km, calculated by map & guide</i> Not available
		* <i>Only non hazardous goods</i>			
Europallet exchange	Available for limited countries (BE, NL, DE) Pallet exchange request can only go back for a twelve month period from the date of request. (with prior agreement of DHL)	On request	Not available	On request	€ 2,50 per pallet
Stand trailer	Positioning of stand-trailers at collection site allowing loading pre collection (trailer-swap)	On request	On request	On request	On request
Return service	Return to sender of undeliverable or refused shipments	On request	On request	On request	On request
Pro-active shipment (delivery) status	(Delivery) status information via e-mail alert	On request	On request	On request	On request
Information of delivery (IOD)	Electronic version without signature will be available on Active Tracing latest 72h after delivery and available for maximum 6 months	Free of charge	Free of charge	Free of charge	Free of charge
Proof of delivery (POD)	Hard copy with signature. No charge in case of dispute concerning delivery or in case IOD not available on Active Tracing 72h after delivery and stored up to 6 Months Maximum. Hard copy available within 5 days and stored up to 5 years minimum	€ 15,00 per POD	€ 15,00 per POD	€ 15,00 per POD	€ 15,00 per POD
Individual performance reports	Tailor-made	On request	On request	On request	On request
Third party billing	Tailor-made	On request	On request	On request	On request
Cargo Insurance (No franchise applicable)	Securing the value of your shipments during transport by insuring the goods (see clause 3.6. in our terms & conditions) Consignments with a value > € 500.000,00, Maximum insurance amount of € 5.000.000, can only be insured after agreement of DHL.	0,30 % of the goods value With a minimum of € 15,00 * <i>goods value needs to be mentioned (invoice amount) on your transport order</i> * <i>Only non hazardous goods</i>	0,30 % of the goods value With a minimum of € 15,00 * <i>goods value needs to be mentioned (invoice amount) on your transport order</i> * <i>Only non hazardous goods</i>	0,30 % of the goods value With a minimum of € 15,00 * <i>goods value needs to be mentioned (invoice amount) on your transport order</i> * <i>Only non hazardous goods</i>	0,30 % of the goods value With a minimum of € 15,00 * <i>goods value needs to be mentioned (invoice amount) on your transport order</i> * <i>Only non hazardous goods</i>
Cash on delivery (COD), for shipments to : AT, BE, CH, CZ, ES, FR, IT, PT, SK, TR	Different maximum COD amount applies per country and per payment method (cash or Bank cheque)	Not available	Not available	Not available	Not available
Delivery against documents (DAD)	Delivery will be effected only against receipt of the documents specified by the party that places the transport order	On request	Not available	On request	On request
Intrastat	Monthly reporting of export shipments to national statistic offices	On request	On request	On request	On request
Remote, inner city or restricted area transports	Transport towards restricted / remote areas or for which specific equipment is needed	On request	On request	On request	On request
Secured Parking	Parking on DHL approved parking	On request	On request	On request	On request
Home Deliveries (B2C)	In the occasional event that a shipment is booked for delivery towards a private adress	€ 25,00 per shipment	Not available	On request	On request
Home Deliveries (B2C)	In the occasional event that a shipment is booked for delivery towards a private adress	€ 55,00 per shipment	Not available	On request	On request
For all shipments with delivery terms 'DOP' (Only applicable for CH)					

Customs Services *		Applicable for all DHL Freight's services			
<i>* Will only be charged if DHL Freight / Gerlach is the party who is responsible for the documents</i>					
Value-added Service	Description	Additional cost			
Customs clearance in domestic country	Per export document incl. 1 tariff number	€ 58,00 per document			
	Per import document incl. 1 tariff number	€ 58,00 per document			
	Per additional tariff number	€ 8,50 per document			
	T2L	€ 30,00 per document			
Customs clearance in foreign country	Per document incl. 1 tariff number	€ 58,00 per document			
	Per additional tariff number	€ 8,50 per document			
Additional customs documents	T2L	€ 30,00 per document			
	EUR-1 document	€ 58,00 per document			
		<i>* Goods must be accompanied by original commercial invoice in triplicate, duly stamped by your company and carrying a signature in blue ink, mentioning the origin of the goods and the correct terms of delivery in order to establish a EUR 1 document, we need the purchase invoice of your supplier, mentioning the origin of the goods</i>			
	FCR/FACT certificate	€ 25,00 per certificate			
		<i>* Goods must be accompanied by a copy of the commercial invoice</i>			
	ATR-1 document	€ 35,00 per document			
	T-1 Document (< 100.000 € value) incl 1 tariff number	€ 65,00 per document			
	T-1 Document (> 100.000 € value) incl 1 tariff number	€ 65,00 per document + 0,06 % on value of goods			
	Per additional tariff number	€ 8,50 per document			
	3rd Party Custom Brokerage <i>* Only applicable for shipments up to 2.500 kg</i>	Entry Safety and Security declaration (ENS)	€ 15 per document		
Hand-Over Cost		€ 25 per document			
Dedicated customs services <i>* Only with prior agreement of DHL</i>	Courier to customs (EUR-1 & ATR)	€ 100,00 per trip			
	T-1 stop GB	€ 150,00 per customer / per day			
Hazardous goods		Applicable for all DHL Freight's services			
Notes		Description			
Following hazardous goods classifications will not be accepted		* Please see clause 7. Dangerous goods within our Terms & Conditions			
Following hazardous goods will only be accepted after mutual agreement		* Class 4.2 & 4.3 : Risk of Spontaneous combustion * Class 5 : Oxidants * Class 9M1 / 9M2 / 9M8 : Several hazardous goods and objects			
Additional Notes		* Class 2.3 - Toxic gases are not allowed in the DHL warehouse * The IMO surcharges will also be applied on Limited Quantities (LQ) and exempted quantities (L1.3.6) * The following special limitations for the transportation of dangerous goods through the Eurotunnel between France and the United Kingdom apply: ADR regulated goods that should bear two or more danger labels (labels 1 to 9) are not authorised for transit via Eurotunnel Freight, with the exception of the dangerous goods pertaining to Class 2. Further exceptions may be made for goods that pose a secondary hazard derived from their method of packaging. This is the case for UN3245 and UN3291, which are accepted when packed in refrigerated liquid nitrogen.			
Value-added Service	Description	Additional cost			
Price per shipment (IMO-surcharge included) :	AT, CH, CZ, DE, ES, FR, HU, IT*, PL, PT, SL, SK	10,00 % with a minimum of € 35,00			
	EE, LT, LV	<i>* IT (islands) : - € 190,00</i> 15,00 % with a minimum of € 30,00			
	BA, BG, HR, MK, RO, RS	15,00 % with a minimum of € 45,00			
	BE, NL, LU	15,00 % with a minimum of € 35,00			
	UK, IE	€ 90,00			
	TR	€ 165,00			
	DK - Postal code 1000-4999	€ 75,00			
	DK - Other Postal codes	10,00 % with a minimum of € 25,00			
	SE, NO - Up to 10.000 kg payable weight	€ 85,00			
	SE, NO - As from 10.000 kg payable weight	€ 110,00			
	FI - Up to 2.500 kg payable weight	€ 155,00			
	FI - As from 2.500 kg payable weight	€ 245,00			
	GR - Up to 2.500 kg payable weight	€ 220,00			
	GR - Up to 6.000 kg payable weight	€ 235,00			
	GR - As from 6.000 kg payable weight	€ 250,00			
	MT - Up to 3.000 kg payable weight	€ 115,00			
MT - As from 3.000 kg payable weight	€ 275,00				
Other Countries		On request			
Surcharges	Description	Additional cost	Additional cost	Additional cost	Additional cost
Cancellation fee	Charge in case shipments are cancelled after mentioned cancellation deadlines	<u>After cancellation deadline:</u>	<u>After cancellation deadline:</u>	<u>After cancellation deadline:</u>	<u>After cancellation deadline:</u>
		75% of transport price 2 hours before loading up until when the driver is at the loading place. 100% of transport price <i>* Cancellations can only be made during normal working hours: Monday till Friday from 08.00 to 17.00 hours.</i>	75% of transport price 2 hours before loading up until when the driver is at the loading place. 100% of transport price <i>* Cancellations can only be made during normal working hours: Monday till Friday from 08.00 to 17.00 hours.</i>	75% of transport price 2 hours before loading up until when the driver is at the loading place. 100% of transport price <i>* Cancellations can only be made during normal working hours: Monday till Friday from 08.00 to 17.00 hours.</i>	75% of transport price 2 hours before loading up until when the driver is at the loading place. 100% of transport price <i>* Cancellations can only be made during normal working hours: Monday till Friday from 08.00 to 17.00 hours.</i>
Waiting time	Charge in case waiting time exceed agreed allowances	€ 60,00 per started additional hour	€ 60,00 per started additional hour	€ 60,00 per started additional hour	€ 60,00 per started additional hour
Storage fee (in case of error by customer)	Applicable after 2 days of storage due to undeliverable shipment (e.g. missing documents, ...)	<i>* Allowance mentioned in tab 'Principles'</i>	<i>* Allowance mentioned in tab 'Principles'</i>	<i>* Allowance mentioned in tab 'Principles'</i>	<i>* Allowance mentioned in tab 'Principles'</i>
		250 € per 100 kg per day	250 € per 100 kg per day	250 € per 100 kg per day	Not available
Wrong details / incomplete data	Incorrect/incomplete information about shipment dimensions, weight, delivery instructions, ... stated at booking / EDI. Surcharge applicable in case of deviations > 10% and/or changes in weight band (in rate sheets)	<i>* Payable weight</i>	<i>* Payable weight</i>	<i>* Payable weight</i>	
		€ 25,00 per shipment	€ 25,00 per shipment	€ 25,00 per shipment	€ 25,00 per shipment
2nd delivery or Pick-up attempt	Redelivery/pick-up of goods at customer (e.g. closed, ...)	35,00 % of transport cost	35,00 % of transport cost	On request	On request
Manual booking	Surcharge if the booking is not via EDI or DHL Freight Booking systems	€ 10,00 per shipment	€ 10,00 per shipment	€ 10,00 per shipment	€ 10,00 per shipment
EKAER surcharge	Surcharge for shipments to Hungary	€ 10,00 per shipment	€ 10,00 per shipment	€ 10,00 per shipment	Not applicable
UIT surcharge	Surcharge for shipments to Romania	€ 10,00 per shipment	€ 10,00 per shipment	€ 10,00 per shipment	Not applicable