



DHL eCommerce SOLUTIONS

PARCEL INTERNATIONAL DIRECT CANADA TO UNITED STATES

DHL eCommerce Solutions is focused on providing a best-in-class consumer experience for shipments from Canada to the U.S. through our flagship product **DHL Parcel International Direct**, which offers an ideal combination of speed, visibility and affordability.

KEY PRODUCT FEATURES



TRANSIT TIMES

U.S. Priority: 3-6 Business Days

U.S. Standard: 5-9 Business Days



COUNTRY COVERAGE

100% U.S. coverage, including service to Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, and all other U.S. territories & P.O. boxes



WEIGHT/SIZE LIMITS

Weight: Up to 6.8 kg. (15 lbs.)

Dimensions: L+G ≤ 127 cm (50")



CUSTOMS CLEARANCE

No Clearance fees for non-regulated items < 800 USD

Max Aggregated Value is 800 USD



SHIPMENT VALUE PROTECTION

Up to 100 USD/package inclusive

ADDITIONAL VALUE-ADDED SERVICES

- **Returns Management** - Solution for intended/unintended returns
- **DHL eCommerce Solutions Customer Web Portal** - Tracking, reporting, invoices, online shipping tool, service delay notifications and more
- **Tracking Visibility** - End-to-end tracking and delivery confirmation for consumer; available to retailer via DHL eCommerce Solutions Customer Web Portal
- **Signature Confirmation** - Offered for an additional fee, customers can choose to require a signature from package recipients at time of delivery for extra security