

SERVICES AND SURCHARGES DHL Express



OPTIONAL SERVICES				
CATEGORY	DESCRIPTION	PRICE MECHANISM	CHARGE	PRODUCTS APPLICABLE
SHIPMENT INSURANCE	In addition to the standard DHL Express liability, we offer financial protection to our customers against all risks of physical shipment loss or damage, from any external cause. Shipment Insurance can be arranged for express parcels, although some restrictions and limitations may apply. These will depend on the destination and contents of the shipment. DHL's Shipment Insurance meets the general requirements for loss and damage to goods in transit. Protection is effective from the time DHL Express has control or possession of the shipment until the time of delivery. Physical loss or damage of goods is covered, subject to specific limitations and exclusions.	on stated shipment value	11.00 EUR or 1.00% of shipment value if higher	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C
EXTENDED LIABILITY	If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend the DHL standard liability with this service. It provides coverage and compensation in the case of loss or damage.	rate per shipment	5.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic
SATURDAY DELIVERY	The service is available to selected service areas that perform deliveries on Saturdays in addition to the normal operating schedule.	on stated shipment value	16.00 EUR	• DHL Express Domestic
			40.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C
DEDICATED DELIVERY	At shipper's request, an immediate or non-routine, once-only delivery of a shipment within a normal working day 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. A receiver can request this service when booking an import shipment.	rate per shipment	0,45 EUR per KG with minimum of 40 EUR	• DHL Express Domestic
DEDICATED PICKUP	At shipper's request, an immediate or non-routine, once-only pickup of a shipment within a normal working day that involves 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 but does not include an Early Pickup or a Late Pickup. A receiver can request this service when booking an IMP shipment.	rate per shipment	0,45 EUR per KG with minimum of 30 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Domestic • DHL Economy Select
CASH ON DELIVERY	By contractual agreement with the Shipper, the delivery of a shipment/piece only against payment of the goods value indicated by the Shipper on the waybill (below a certain maximum amount). Procedures and means of payment to the Courier depend on local conditions and practices (cash, bank guaranteed cheques, or credit card). Available only with domestic end of day products.	rate per shipment	8.00 EUR	• DHL Express Domestic
DIRECT SIGNATURE	Upon customer 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 can't 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.	rate per shipment	5.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C
DUTY TAX PAID	At the customer's request, DHL clears the shipment at destination and arranges for the applicable import duties, taxes and regulatory charges to be invoiced to a specified DHL account at origin or third country, rather than the receiver of the shipment being billed at destination.	rate per shipment	2% of fiscal charges with minimum of 18€	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C

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Cap. Sociale € 2.500.000,00
R.E.A MI-996661 Cod. Fisc. e P. IVA e Reg. Impr. MI 04209680158

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OPTIONAL SERVICES				
CATEGORY	DESCRIPTION	PRICE MECHANISM	CHARGE	PRODUCTS APPLICABLE
CHANGE OF BILLING	At account holder's request, this service offers a change in billing by crediting one invoice and the re-invoicing of the same amount to a different account number than the one marked on the waybill. This charge is not applied when DHL did not follow original billing instructions.	rate per invoice	12.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C
GOGREEN PLUS - CARBON REDUCED	GoGreen Plus supports you in reducing your Scope 3 emissions. DHL will reduce transport related carbon emissions for shipments by investing in Sustainable Aviation Fuel (SAF). Using SAF can reduce lifecycle carbon emissions by up to 80% compared to traditional jet fuel. By investing in SAF, greenhouse gas emissions directly related to your DHL Express shipment are reduced. The process is audited annually by SGS (Société Générale de Surveillance) to ensure compliance to regulations and standards.	rate per kg	As per contractual agreement	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C
PACKAGING ITEM	Charges apply for all DHL standard packaging items.	ad hoc	-	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C
ADULT SIGNATURE	At Customer's request, DHL will obtain a delivery signature from an adult at the stipulated delivery address. DHL may request the recipient to show a personal document bearing photograph and date of birth.	rate per shipment	5.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C
CONTENT SIGNATURE	At shippers request, this service offers the return of a hard copy delivery note with the receiver's signature and/or company stamp, as proof of delivery. The request for a hard copy Proof of Delivery (POD) is booked and managed by Customer Service.	rate per shipment	20.00 EUR	<ul style="list-style-type: none"> • DHL Express Domestic
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.	rate per shipment	5.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic
NEUTRAL DELIVERY	At Customer's request, the delivery of a non-document shipment/piece by the Shipper that ensures the value of the goods are kept confidential from the Receiver; while the importer of record at destination (not being the Receiver) is billed for the duties and taxes.	rate per shipment	5.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C

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CUSTOMS SERVICES				
CATEGORY	DESCRIPTION	PRICE MECHANISM	CHARGE	PRODUCTS APPLICABLE
CLEARANCE DATA MODIFICATION	The modification by DHL of value, commodity, country of manufacture, or terms of trade information after the import clearance process or a shipment /piece, to correct or elaborate on what was submitted previously to Customs.	rate per shipment	50.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
POST CLEARANCE DATA MODIFICATION	Surcharge applies in case of Customs presentation of requests for review or correction of customs bills.	rate per shipment	80.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
CARNET ATA / CLEARANCE PAPERWORK	At importers request DHL provides a copy of the clearance documentation in electronic (file) or paper format (print).	rate per shipment	150.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
CITES	At importers request, DHL may arrange and prepare related paperwork for any CITES or similar control procedures required by a regulatory authority, to facilitate the clearance of a shipment into a country or Customs Union. The agency charges will subsequently be invoiced to the importer.	rate per shipment	45.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C
PREFERENTIAL ORIGIN	At 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. (Formerly known as Certificate of Origin).	rate per shipment	10.33 EUR	<ul style="list-style-type: none"> • DHL Economy Select
EXPORT DECLARATION	Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Depending on origin country, shippers that submit a declaration online may avoid the local charge.	rate per shipment	12.53 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
CLEARANCE PROCESSING	A surcharge may apply in countries where additional cost is incurred for importing shipments in alignment with government agency requirements (Clearance Processing) e.g. in selected Latin American countries.	rate per shipment	10.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C

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LIVIGNO – CLEARANCE CHARGES	Customs clearance charges fee.	rate per shipment	40.00 EUR	• DHL Express Domestic
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.	rate per shipment	12.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
SINGLE CLEARANCE	The service provides for special procedures linked to particular import requirements (e.g. declaration of intent to carry out VAT-free customs clearance).	rate per shipment	22.00 EUR	• DHL Express Worldwide Import & 3C • DHL Economy Select Import & 3C
PERMITS & LICENCES	To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser CD players, cosmetics, eyeglasses, food and food products, DHL is required to file specific information in order to obtain the required import permits or licenses.	rate per shipment + cost of certificate	45.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
BONDED TRANSIT/ T1	Usually operated within a country or customs union when DHL is requested to move non-document foreign-origin goods under bond to a location other than the regular DHL gateway at destination, prior to final clearance by the importer or his designed broker.	rate per shipment	70,00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
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.	rate per shipment starting 4th day	13.00 EUR per shipment per day + 0.22 EUR al kg per day	• DHL Express Worldwide Import & 3C • DHL Economy Select Import & 3C
OTHER GOVERNMENT AGENCY	At request, DHL will arrange the completion of Veterinary, Health or Phytosanitary controls at the First Point of Entry in a country or a Customs Union, typically required when importing animal products, plants, seeds, or pharmaceutical products.	rate per shipment + cost of certificate	45.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C

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MULTILINE ENTRY	A charge per line item will be applied for multi-line item entries that involve more than five lines, for example when one shipment has multiple commodities, origins or invoices. All commodities require identification and must be classified under unique harmonized code tariff numbers.	rate per item, after the 5 th	5.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
PHYSICAL INTERVENTION	Arrangements beyond the presenting to Customs of a shipment/piece for standard physical inspection. Examples such as the full or part unloading of a vehicle; the specific marking of prototypes; the mutilation of samples; the examination of parts.	rate per shipment	30.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
DUTY TAX PROCESSING	At the 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.	rate per shipment	2.5% of fiscal charges with minimum of 16.00 EUR or 5 EUR in case of fiscal charge lower than 5 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide Import & 3C • DHL Economy Select Import & 3C
RELEASE TO BROKER	At shipper or importer request, the release of a DHL Express shipment to the customers designated customs broker of choice. DHL will transfer the responsibility for a shipment and related customs documentation to the customers nominated broker for clearance and last mile delivery.	rate per shipment	45.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
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.	rate per shipment	45.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C

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SURCHARGES				
CATEGORY	DESCRIPTION	PRICE MECHANISM	CHARGE	PRODUCTS APPLICABLE
NON CONVEYABLE PIECE	This surcharge applies to any piece within a shipment with an actual weight between 25-70 kg. The surcharge does not apply to pieces already subject to Overweight or Oversize Piece surcharge.	rate per piece	12.00 EUR	• DHL Express Domestic
			20.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
OVERSIZE PIECE (WEIGHT)	A fixed surcharge is applied to every piece, including a pallet, that exceeds the scale weight of 70kg.	rate per piece	50.00 EUR	• DHL Express Domestic
			95.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
OVERSIZE PIECE (DIMENSION)	A fixed surcharge is applied to every piece, including a pallet, with a single dimension in excess of 100cm.	rate per piece	12.00 EUR	• DHL Express Domestic
			20.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
NON-STAKABLE 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. The Non-Stackable Pallet surcharge applies to domestic and international shipments.	rate per pallet	150.00 EUR	• DHL Express Domestic
			300.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
REMOTE AREA DELIVERY	A surcharge is applied per shipment when the delivery destination location is remote or a post code/zip code that is difficult to serve.	rate per shipment	6.00 EUR	• DHL Express Domestic
		rate per shipment	0.50 EUR per kg with minimum charge of 22.00 EUR per shipment	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
REMOTE AREA PICKUP	A surcharge is applied per shipment when the pickup location is remote and the transport charges are being billed to the account holder at destination or in a third country. Remote is defined as islands and highlands; or a post code/zip code that is difficult to serve; or a suburb/town that is distant, inaccessible or infrequently served.	rate per shipment	0.50 EUR per kg with minimum charge of 22.00 EUR per shipment	• DHL Express Worldwide Import & 3C • DHL Economy Select Import & 3C
REMOTE AREA DELIVERY (DOMESTIC)	A surcharge is applied per shipment when the delivery destination location is disadvantage. Disadvantaged is defined as islands and highlands or a suburb/town that is distant, inaccessible or infrequently served.	rate per shipment	18.00 EUR	• DHL Express Domestic
ADDRESS CORRECTION	A surcharge is applied when the destination address provided by the Shipper is incomplete, outdated or incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.	rate per shipment	11.00 EUR	• DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C

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LOGISTIC SERVICES	Generic code for non-transport Logistics activities where granular reporting is not required. DHL Implant personnel are included in this definition.	ad hoc	-	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C
DATA ENTRY	A surcharge applies for each shipment consigned with non-electronic, paper based manual house waybills. Electronic shipping documentation incurs no additional charges.	rate per shipment	10.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Domestic • DHL Economy Select
ELEVATED RISK	A surcharge is applied when shipping to a destination country, DHL 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 as part of the respective surcharge table.	rate per shipment	30.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C
RESTRICTED DESTINATION/ EXPORTER VALIDATION	A surcharge applies when shipping to/from a country or entity that is subject to trade restrictions imposed by the UN Security Council or national legislation such as the European External Action Service (EEAS) or the US Office of Foreign Assets Control (OFAC). The list of countries in scope is published on our website.	rate per shipment	30.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C
DIRECT DEBIT	Charged to customers using the Direct Debit Payment option. The fee is invoiced on behalf of the banks that provide the Direct Debit framework.	rate per invoice	1.99 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import & 3C
EMERGENCY SITUATION	Temporary adjustment applied to cover part of the increase in operating costs, due to emergency circumstances beyond DHL control and not reasonably foreseeable.	-	Please refer to mydhl.express.dhl website for further reference	-
DEMAND SURCHARGE	Demand Surcharge applies to shipments during a period of high demand. A period of high demand is determined by DHL at its own discretion but may include a time of high demand for shipping services or a period with high operational cost. Details regarding the application of Demand Surcharges are set forth at mydhl.express.dhl and will be subject to change upon prior notice. Demand Surcharge apply cumulatively if a shipment and/or individual pieces meet more than one of the specified criteria. Demand Surcharge apply in addition to the rates and any other applicable charges.	rate per kg	Please refer to mydhl.express.dhl/demand website for related amounts	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select • DHL Economy Select Import & 3C
LITHIUM BATTERIES SECTION II (PI966-PI969)	A surcharge may apply for the handling and transportation of shipments involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions 965, 966 and 969.	rate per shipment	5.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select

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DANGEROUS GOODS (FULL DANGEROUS)	A surcharge is applied when the handling and transportation of TDI shipments involves substances and commodities classified as fully regulated in accordance with the IATA Dangerous Goods Regulations. DG class 2, 4, 5, 6, 8 and 9 commodities, according to IATA regulations.	rate per shipment	100.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic • DHL Economy Select
DANGEROUS GOODS (EXCEPTED QUANTITIES)	A surcharge is applied when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	rate per shipment	10.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Economy Select
DANGEROUS GOODS (LIMITED QUANTITIES)	A surcharge is applied when the handling and transportation of Day Definite shipments involves substances and commodities that are in Limited Quantities (LQ) in compliance with ADR regulations and which are restricted from air transportation.	rate per shipment	25.00 EUR	<ul style="list-style-type: none"> • DHL Express Domestic • DHL Economy Select
DANGEROUS GOODS (CONSUMER GOODS ID8000)	A surcharge is applied when shipments containing consumer goods such as perfumes, aftershaves, aerosols, nail varnish and prescription medicines as covered by the IATA ID8000 section and packed in a form intended for retail sale and shipped to private individuals.	rate per shipment	25.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic
DRY ICE UN1845	A surcharge is applied when the handling and transportation of shipments involves Dry Ice UN1845 used as a freezing agent for non-dangerous goods such as diagnostic specimens.	rate per shipment	12.00 EUR	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import & 3C • DHL Express Domestic
FUEL SURCHARGE	This variable surcharge is applied to the transportation charge and any transportation related surcharges. It is derived from publicly available fuel indices that are also shown on the DHL Express website at dhl.com/fuelsurcharge . The charge is calibrated every month to the fuel price that was current two months prior to the billing month. The Fuel Surcharge applies to domestic and international shipments.	% on transportation and additional charges	Please refer to mydhl.express.dhl website for the prevailing Fuel Surcharge (in the related month)	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import e Terza Parte • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import e Terza Parte

VOLUMETRIC WEIGHT				
CATEGORY	DESCRIPTION	PRICE MECHANISM	DIVISOR	PRODUCTS APPLICABLE
VOLUMETRIC WEIGHT	Standard Conversion Factor for obtaining volumetric weight. Length x Width x Height (cm3) / Standard Conversion Factor = Volumetric Weight (kg)	-	5000	<ul style="list-style-type: none"> • DHL Express Worldwide • DHL Express Worldwide Import e Terza Parte • DHL Express Domestic • DHL Economy Select • DHL Economy Select Import e Terza Parte

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