

# CHARACTERISTICS OF DHL eCommerce SERVICES AND SURCHARGES

Applicable as of 01 July 2025

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Information on prices of individual products, additional services and surcharges is provided in the DHL eCommerce Service Price List – Business. For detailed terms and conditions of service, please refer to the following documents: General Terms and Conditions for the Provision of Domestic Shipping and Postal Services of DHL eCommerce (Poland) Sp. z o.o. (applicable to domestic offer) and General Shipping Conditions of DHL eCommerce Europe (applicable to international offer), available at [dhlecommerce.pl](https://www.dhlecommerce.pl) or in the DHL eCommerce Customer Service Department.

# ADDITIONAL SERVICES AVAILABLE AND SURCHARGES

## DOMESTIC PRODUCTS

Service/Surcharge	DHL Parcel Polska	DHL Parcel Premium	DHL Parcel 9	DHL Parcel 12	DHL Parcel Economy	DHL Parcel Return Polska	DHL Parcel Max Paczka	DHL Parcel Max Półpaleta	DHL Parcel Max Paleta
SHIPMENT INSURANCE	✓	✓	✓	✓	✓	✓	✓	✓	✓
CASH ON DELIVERY (COD)	✓	✓	✓	✓	✓		✓	✓	✓
CREDIT CARD PAYMENT FOR COD AMOUNT DUE	✓	✓	✓	✓			✓	✓	✓
EMAIL/SMS NOTIFICATIONS	✓	✓	✓	✓	✓		✓	✓	✓
PRE-DELIVERY INFORMATION (PDI)	✓	✓	✓	✓			✓	✓	✓
WRITTEN ORDER	✓	✓	✓	✓	✓	✓	✓	✓	✓
TELEPHONE ORDER	✓	✓	✓	✓	✓	✓	✓	✓	✓
REDIRECT PARCEL	✓	✓							
CHANGE OF ADDRESS	✓	✓	✓	✓			✓	✓	✓
CHARGE FOR PRINTING SHIPPING LAB	✓	✓	✓	✓	✓		✓	✓	✓
DROP-OFF AT SERVICEPOINT	✓				✓	✓			
SATURDAY DELIVERY	✓						✓	✓	✓
CHARGE FOR NON-STANDARD PIECE	✓	✓	✓	✓		✓	✓		✓
SURCHARGE FOR LONG PIECE							✓		
SURCHARGE FOR WEIGHT CATEGORY ADJUSTMENT	✓	✓	✓	✓	✓				
SURCHARGE FOR VOLUMETRIC WEIGHT	✓	✓	✓	✓	✓	✓	✓		
RETURN OF UNDELIVERABLE SHIPMENT	✓	✓	✓	✓	✓	✓	✓	✓	✓
PROOF OF DELIVERY (POD)	✓	✓	✓	✓		✓	✓	✓	✓
ELECTRONIC PROOF OF DELIVERY (ePOD)	✓	✓	✓	✓		✓	✓	✓	✓
ELECTRONIC RETURN OF CONFIRMED DOCUMENTS (eROD)	✓	✓	✓	✓			✓	✓	✓
THIRD PARTY PAYER	✓	✓	✓	✓	✓		✓	✓	✓
DELIVERY TO AN ADULT*	✓	✓	✓	✓			✓		
EMPTY RUN	✓	✓	✓	✓	✓	✓	✓	✓	✓
PALLET EXCHANGE									✓
COMPANY PACKAGING AND CONSUMABLE SUPPLIES	✓	✓	✓	✓	✓	✓	✓	✓	✓
CHARGE FOR INEFFICIENT PICK-UP	✓	✓	✓	✓	✓				
FUEL AND ROAD SURCHARGE	✓	✓	✓	✓	✓	✓	✓	✓	✓
SPECIAL CHARGE	✓	✓	✓	✓	✓	✓	✓	✓	✓
SEASONAL CHARGE	✓	✓	✓	✓	✓	✓	✓	✓	✓
CONTRACTUAL PENALTY FOR THE SHIPMENT OF DANGEROUS GOODS	✓	✓	✓	✓	✓	✓	✓	✓	✓

eINVOICE  
CHARGE FOR EXTENDED VERSION OF PAPER INVOICE  
INVOICE REPORT  
REPEATED CALL FOR PAYMENT  
REINSTATEMENT OF BANK TRANSFER PAYMENT  
CHANGE OF PAYER

The abovementioned services and surcharges are available to customers regardless of the selected product

\* Service available from 1 September 2025

# PRODUCT DESCRIPTION

## DOMESTIC PRODUCTS

### DHL PARCEL POLSKA | DHL PARCEL PREMIUM | DHL PARCEL 9 | DHL PARCEL 12

#### Weight and dimensions of each piece in a shipment (including packaging):

- multi-piece shipments not placed on a pallet
- maximum number of pieces in a shipment: 15
- maximum weight of piece: 31.5 kg
- maximum dimensions of standard piece: 120 x 60 x 60 cm; if the longest dimension of a piece is longer than 120 cm or any of the other dimensions exceeds 60 cm, an additional charge for non-standard piece is applied
- minimum dimensions of piece: 15 x 11 x 1 cm
- maximum length of piece: 200 cm
- girth (length + 2x width + 2x height) not exceeding 450 cm

#### Shipment delivery

Door-to-door.

### DHL PARCEL ECONOMY

#### Shipment weight and dimensions (including packaging):

- single-piece shipments not placed on a pallet
- maximum weight of piece: 25 kg
- maximum dimensions of piece: 64 x 38 x 41 cm
- girth (length + 2x width + 2x height): 222 cm
- minimum dimensions of piece: 15 x 11 x 1 cm

#### Shipment delivery

Delivery to a DHL ServicePoint or DHL Locker.

Shipment to be picked up within 2 calendar days (excluding Sundays and public holidays).

The Consignee is verified with a PIN number and shipment number.

Information on DHL pick-up point network: [dhlcommerce.pl/punkty](https://dhlcommerce.pl/punkty)

## GENERAL INFORMATION

### DHL PARCEL POLSKA | DHL PARCEL PREMIUM | DHL PARCEL 9 | DHL PARCEL 12 | DHL PARCEL ECONOMY

#### Shipments are typically collected from Monday to Friday and delivered on the next business day:

- by the end of the day – DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL ECONOMY
- by 9:00 a.m. – DHL PARCEL 9
- by 12:00 a.m. – DHL PARCEL 12

Business days are Monday through Friday, except bank holidays.

For DHL PARCEL 9, DHL PARCEL 12, DHL PARCEL PREMIUM delivery with money-back guarantee for late delivery.

Shipment dimensions are provided in the order: length x width x height, where length is the longest side of its base.

### DHL PARCEL RETURN POLSKA

#### Shipment weight and dimensions (including packaging):

- single-piece shipments not placed on a pallet
- maximum weight of piece: 31.5 kg
- maximum dimensions of standard shipment: 120 x 60 x 60 cm; if the longest dimension of a piece is longer than 120 cm or any of the other dimensions exceeds 60 cm, an additional charge for the non-standard piece is applied
- minimum dimensions of piece: 15 x 11 x 1 cm
- maximum length of piece: 200 cm
- girth (length + 2x width + 2x height) not exceeding 450 cm

#### Shipment posting

The Requestor decides how the return label is to be provided, choosing from the following:

- creates and prints the label and places it inside the packaging with the item being shipped
- creates the label and emails it as a PDF attachment
- provides the link to the online form that allows the Requestor's Customer to create a return label

To prepare and print a return label, one uses the same online tools as for creating a shipping label.

The Requestor chooses which return method to make available. They can choose between scheduling a pick-up or a drop-off at a DHL ServicePoint.

The maximum weight and dimensions of a parcel at a DHL ServicePoint and at a DHL Locker: 25 kg, 64 x 38 x 41 cm.

For DHL Parcel Return Polska shipments, printless shipping at an DHL ServicePoint or DHL Locker is available. Non-standard shipments require booking a Courier. The Requestor may book a Courier to deliver the label to their Customer (additional charges apply). The order is executed on the next working day at the earliest. The Requestor's Customer receives the return handling manual. The site provides all the information for processing the shipment and data about availability of DHL eCommerce points. It contains a hyperlink to [dhl24.com.pl/zwroty](https://dhl24.com.pl/zwroty)

#### Shipment delivery

The return shipment delivery address is defined by the Requestor.

Shipments are delivered by a DHL eCommerce courier on business days (Monday to Friday, except bank holidays).

Returns are always made at the Requestor's expense.

# PRODUCT DESCRIPTION

## DOMESTIC PRODUCTS

### DHL PARCEL MAX PACZKA

#### Weight and dimensions of each piece in a shipment (including packaging):

- multi-piece shipments not placed on a pallet
- maximum number of pieces in a shipment: 5 pieces
- maximum weight of piece: 50 kg
- maximum weight of shipment: 250 kg
- maximum dimensions of standard shipment: 120 x 60 x 60 cm. If any of the sides exceeds the aforementioned dimensions, an additional charge for non-standard piece is applied.
- minimum dimensions of single piece: 15 x 11 x 1 cm
- maximum length of single piece: 400 cm
- sum of all sides must not exceed 600 cm
- a piece with a length of 200-400 cm constitutes a separate shipment, requires a separate consignment note, and its actual weight must not exceed 50 kg; surcharge for long piece applies, and if the sum of the other two sides is equal to or exceeds 60 cm – also an additional charge for non-standard piece is applied

This product will also accept pieces with a girth exceeding 450 cm and weight below 31.5 kg

### DHL PARCEL MAX PÓŁPALETA

#### Weight and dimensions of each piece in a shipment (including packaging):

- multi-piece shipments placed on a pallet
- maximum number of pieces in a shipment: 5 pieces
- maximum weight of piece: 200 kg
- maximum weight of shipment: 1,000 kg
- maximum dimensions of standard shipment: 80 x 60 x 160 cm; if the standard dimensions are exceeded, the shipment will be considered DHL PARCEL MAX PALETA
- height up to 160 cm (including the pallet), whereby the height of piece cannot be greater than the sum of the width and length of the pallet on which it is transported
- maximum length of single piece: 80 cm
- sum of all dimensions must not exceed 300 cm

### DHL PARCEL MAX PALETA

#### Weight and dimensions of each piece in a shipment (including packaging):

- multi-piece shipments placed on a pallet
- maximum number of pieces in a shipment: 5 pieces
- maximum weight of piece: 1,000 kg
- maximum weight of shipment: 2,500 kg
- dimensions of standard shipment: 120 x 80 x 210 cm. If any of the sides exceeds the aforementioned dimensions, an additional charge for non-standard piece is applied.
- maximum length of single piece: 200 cm
- height up to 210 cm (including the pallet), whereby the height of piece cannot be greater than the sum of the width and length of the pallet on which it is transported
- sum of all dimensions must not exceed 600 cm

## GENERAL INFORMATION

### DHL PARCEL MAX PACZKA | DHL PARCEL MAX PÓŁPALETA | DHL PARCEL MAX PALETA

#### Shipments are typically collected from Monday to Friday and delivered on the next business day or within 2 business days.

Business days are Monday through Friday, except bank holidays. The service is provided in locations accessible for delivery vans in the curbside pick-up/delivery system. Pick-up and delivery involves placement of the shipment and its removal from the open load-carrying body. This does not apply to pick-ups and deliveries carried out using the following vehicles: truck-tractor with an articulated trailer, car with a loading capacity of 24 t, car without a trailer with a loading capacity of 5 t or higher. Additional loading and unloading activities are the Customer's responsibility.

DHL Parcel MAX product group offers shipping parcels, half pallets and pallets on a single consignment note, provided that the maximum weight of the shipment does not exceed 2,500 kg.

Palletised shipments being sent to a single Consignee and weighing over 2,500 kg, or shipments consisting of more than 5 pallets, can be processed on separate terms upon consultation with the DHL eCommerce Customer Service Department. If shipments containing more than 5 pallets are to be sent to a single Consignee without prior consultation with the DHL eCommerce Customer Service Department, the time frame for delivering each subsequent shipment beyond the first shipment will be extended: (a) if delivery is to be made on the next business day – by one business day or more, depending on the number of shipments sent; (b) if delivery is to be made within two business days – by two business days or a multiple thereof, depending on the number of shipments sent. DHL eCommerce will determine the order of deliveries.

Shipment dimensions are provided in the order: length x width x height, where length is the longest side of its base. **The minimum height of a pallet is 15 cm.**

## METHOD OF CALCULATING CHARGES

Charges are calculated in accordance with the table for the relevant product in the DHL eCommerce Service Price List – Business.

For each piece the volumetric weight is calculated according to the following conversion factor:

length (cm) x width (cm) x height (cm) / 4,000 or 1 m<sup>3</sup> = 250 kg. The rule is to select the greater weight (actual or volumetric).

The basic charge for a multi-piece shipment is the sum of the basic charges for individual pieces in the shipment.

If at least one element of the piece exceeds the weight of 31.5 kg, the entire shipment will be classified as DHL Parcel MAX.

Should the maximum weight of a pallet be exceeded, a fee will be charged for two pieces: one up to 1,000 kg and another one according to the price list applicable to the DHL Parcel MAX Paleta product.

A request for a DHL eCommerce courier to collect a shipment can be placed via online tools provided by DHL eCommerce or by phone with the DHL eCommerce Customer Service Department. Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Sales Representative.

# DESCRIPTION OF ADDITIONAL SERVICES AVAILABLE AND SURCHARGES DOMESTIC PRODUCTS

## SHIPMENT INSURANCE

Additional financial protection can be provided against loss or damage to the shipment. Covers shipments up to PLN 100,000. For combined shipments, an insurance fee for shipments with pieces with a weight above 31.5 kg applies. Extending the scope of the insurance service for shipments with a value over PLN 100,000 requires separate arrangements in a written framework agreement between DHL eCommerce and the Customer. Fee is calculated individually for each shipment based on a submission to the DHL eCommerce Customer Service Department.

## CASH ON DELIVERY (COD)

The amount collected for the goods is paid for by bank transfer in accordance with the instruction of the Requestor of the service. The collection amount shall be returned within five business days counting from the business day following the day on which the shipment is delivered (the effective date being the date of transferring the money from the DHL Parcel bank account). Each shipment with the COD service is additionally subject to insurance. Recipient can pay the collection amount in cash or by a credit card.

The maximum collection amount for a shipment is PLN 11,000. If, when sending one or more shipments, the total collection amounts from a single Sender to a single Recipient exceed PLN 6,500 on a single occasion, the Recipient shall be obliged to pay the collection amount by the credit card. If the collection amount is paid for by the credit card, there will be an extra charge for **PAYMENT BY THE CREDIT CARD FOR COD AMOUNT DUE**. The collection amount of a shipment sent for pick-up at a ServicePoint or a DHL Locker must not exceed PLN 6,500.

## CREDIT CARD PAYMENT FOR COD AMOUNT DUE

A fee will be charged if the shipment's Consignee pays for the collection amount by credit card. Fixed charge. Not applicable at DHL ServicePoints and DHL Lockers.

## E-MAIL / SMS NOTIFICATIONS

The Consignee is notified by email or SMS about the shipment posting, date, place and estimated hours of delivery, and about failed delivery attempts (due to Consignee's absence at the delivery address or failure to pay the amounts due on the consignment). This notification contains information about the collection amount, if the shipment involves the **COD** service. Notifications allow the Consignee to access the **REDIRECT PARCEL** service.

## PRE-DELIVERY INFORMATION (PDI)

Electronic notification and telephone communication between a DHL eCommerce courier and the Consignee on the day of delivery. In the case of DHL Parcel Premium, the courier's contact with the shipment's Consignee is made as part of the service.

## WRITTEN ORDER

Processing written orders submitted by email. Available exclusively to Requestors paying for this service.

## TELEPHONE ORDER

Processing orders placed over the phone via the DHL eCommerce Customer Service Department. Available exclusively to Requestors paying for this service.

## REDIRECT PARCEL

As soon as the shipment is generated by the Sender, the Consignee can redirect their shipment at [przekieruj.dhlecommerce.pl](https://przekieruj.dhlecommerce.pl). This service is available to Consignee only if the Sender provides a telephone number and/or email address.

### Options within one terminal:

- redirection to pick-up from a DHL ServicePoint or DHL Locker
- new delivery address
- date of delivery change
- cancellation of shipment

The option to redirect for collection from a DHL ServicePoint or DHL Locker is available for single-piece shipments with a maximum weight of 25 kg and maximum dimensions of 64 x 38 x 41 cm, with the additional **SHIPMENT INSURANCE** service for shipments with a maximum value of PLN 6,500, with COD service with a value up to PLN 6,500

## CHANGE OF ADDRESS

Sender can change the delivery address within the country. Executed after receiving a written request from the Sender.

## CHARGE FOR PRINTING SHIPPING LABEL

Charge for handling shipments with a label printed by DHL eCommerce using electronic data provided by the Customer. The charge is not added for printless DHL Parcel Return Polska shipments sent at a DHL ServicePoint or DHL Locker.

# DESCRIPTION OF ADDITIONAL SERVICES AVAILABLE AND SURCHARGES DOMESTIC PRODUCTS

## DROP-OFF AT DHL SERVICE POINT OR AT DHL LOCKER

Sending a shipment in a nearby DHL ServicePoint or DHL Locker. Information about DHL ServicePoint network: [dhl24.com.pl/mapa/nadania](https://dhl24.com.pl/mapa/nadania)  
Applicable to single-item DHL PARCEL POLSKA, DHL PARCEL RETURN POLSKA and DHL PARCEL ECONOMY shipments, with a maximum weight of 25 kg and maximum dimensions of 64 x 38 x 41 cm, and with a maximum value of PLN 6,500.

One has to prepare the package and print the label before shipping a parcel at DHL ServicePoint or DHL Locker.  
A label is not required for DHL Parcel Return Polska shipments.

## SATURDAY DELIVERY

Detailed information about the scope of offering the service (postcode of the place of delivery of the shipment) is available via online tools provided by DHL eCommerce or in the DHL eCommerce Customer Service Department.  
Applies only to DHL PARCEL POLSKA and DHL PARCEL MAX PACZKA, DHL PARCEL MAX PÓŁPALETA, DHL PARCEL MAX PALETA.

## CHARGE FOR NON-STANDARD PIECE WITH A WEIGHT OF UP TO 31.5 kg: DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12, DHL PARCEL RETURN POLSKA SHIPMENTS

**Charge will be applied for:**

- pieces whose longest dimension is longer than 120 cm or if any of the other dimensions exceeds 60 cm
- spherical, cylindrical or oval pieces
- pieces with irregular shapes, with protruding elements
- pieces containing loose, heavy pieces or pieces with uneven weight distribution
- pieces in loose packaging or irregularly shaped (i.e. where the contents may shift and cause a shift to the centre of gravity while being transported)
- pieces marked with DHL “TOP” and “CAUTION: Non-standard shipment” stickers
- pieces whose contents require special handling (when there is no option of automatic sorting at handling terminals or if there is a risk of damaging other shipments)
- pieces containing liquid substances in packaging such as: barrels, canisters, buckets, etc.
- pieces containing items or devices that generate a magnetic field

Eligibility of goods is available at [dhlcommerce.pl](https://dhlcommerce.pl)  
Charge is also applied for returning an undeliverable shipment to the Sender.

## CHARGE FOR NON-STANDARD PIECE WEIGHING OVER 31.5 kg: DHL PARCEL MAX PACZKA AND DHL PARCEL MAX PALETA SHIPMENTS

**Pieces placed on a pallet are subject to a charge when:**

- pallets with dimensions exceeding 120 x 80 cm (EURO pallet) were used
- goods extend beyond the outlines of the pallet
- goods are not affixed to the pallet (e.g. with film, binding tape, screws, etc.)

**A charge will be applied for unpalletised pieces if:**

- their longest side is longer than 120 cm or if any of the other sides exceeds 60 cm
- they are marked with DHL “TOP” and “CAUTION: Non-standard shipment” stickers
- they contain liquid substances in packaging such as: barrels, canisters, buckets, etc.
- they have a spherical, cylindrical or oval shape
- they have irregular shapes, with protruding elements
- they contain goods that cannot be palletised because of their characteristics (e.g. devices on wheels) and cannot be sorted automatically

Eligibility of goods is available at [dhlcommerce.pl](https://dhlcommerce.pl)  
A charge is also applied for returning undeliverable shipment to the Sender.

## SURCHARGE FOR LONG PIECES

Surcharge will be added to pieces of over 200 to 400 cm in length and will constitute a separate shipment requiring a separate consignment note.  
The actual weight of the piece must not exceed 50 kg.

## SURCHARGE FOR WEIGHT CATEGORY ADJUSTMENT

A surcharge may be charged in the case of shipments for which the weight category determined on the basis of the Customer’s declaration turns out to be different from the weight category determined on the basis of the actual weight and dimensions.

## SURCHARGE FOR VOLUMETRIC WEIGHT

A charge will be applied if the volumetric weight of the piece exceeds the maximum actual weight for the relevant products.  
Charge is also applied for returning an undeliverable shipment to the Sender.

## RETURN OF UNDELIVERABLE SHIPMENT

Shipment is deemed undeliverable if it could not have been delivered by DHL eCommerce because:  
the Consignee refused to accept it, the Consignee refused to pay for the service, the Consignee refused to pay the collection amount as part of the additional **CASH ON DELIVERY (COD)** service, the Consignee failed to collect the shipment after the agreed delivery attempts or the address provided was incorrect and prevented delivery.

For DHL PARCEL PREMIUM, DHL PARCEL 9 and DHL PARCEL 12 shipments, charge for the **RETURN OF UNDELIVERABLE SHIPMENT** service will be calculated according to the prices for DHL PARCEL POLSKA.

# DESCRIPTION OF ADDITIONAL SERVICES AVAILABLE AND SURCHARGES DOMESTIC PRODUCTS

## PROOF OF DELIVERY (POD)

Proof of delivery in the form of a scan of the consignment note with the Consignee's signature, sent to the Customer's e-mail address. Service ordered at the time of sending the shipment.

## ELECTRONIC PROOF OF DELIVERY (ePOD)

Electronic proof. Available in online tools provided by DHL eCommerce, for parcels sent using these.

## ELECTRONIC RETURN OF CONFIRMED DOCUMENTS (eROD)

Obtaining of proof of delivery on documents attached to the outside of a shipment (maximum 3 pages), capturing the signed documents in electronic form ("e-Documents") and sending of the e-Documents to the e-mail address indicated by the Sender. The terms and conditions for the eROD services are available at [dhlecommerce.pl](https://dhlecommerce.pl).

## THIRD PARTY PAYER

Handling of the shipment payable by the Requestor, who is not the Sender or Consignee.

## DELIVERY TO AN ADULT\*

Verification of the age of majority and assessment of the Consignee's sobriety. DHL Courier will deliver the shipment to an adult Consignee. Age verification is based on the identity document presented by the Consignee. The Courier also assesses the Consignee's sobriety. The Consignee is verified with a PIN number and shipment number.

## EMPTY RUN

A fee charged when a courier was provided as ordered and the shipment was not released to the courier or the Sender was unavailable.

## PALLET EXCHANGE

Applies only to EURO pallets (120 x 80 cm) that meet the UIC 435-2 standard. Service available to Senders paying for transportation, with a clause in this regard in the agreement.

## COMPANY PACKAGING AND CONSUMABLE SUPPLIES

Charge for cardboard packaging, foil packs and envelopes depends on their dimensions. The cost of shipping consumables is covered by the Requestor as per the DHL eCommerce Service Price List – Business.

## CHARGE FOR INEFFICIENT PICK-UP

Fee charged for each day on which fewer items were sent than the minimum expected based on the Customer's declared volume, calculated as follows. The expected minimum is 50 percent of the daily volume, calculated as the Customer's declared monthly volume, divided by 21 (the average number of days in a month) and rounded down. If the Requestor has submitted two monthly volume declarations, one for domestic services for shipments up to 31.5 kg and the other for international shipments up to 31.5 kg, the higher declaration shall be used to calculate the expected minimum.

**No fee shall be charged if:**

- the Customer was charged with a surcharge for the same day charged for the drive to collect the parcel by the Marketplace cooperating with DHL (where Marketplace is understood as a type of online sales platform that provides access to a diverse and extensive marketplace of goods and services offered by many businesses and individuals)
- the Customer was charged with the **Empty Run** fee for the same day
- there was no courier arriving to collect shipments on the day.

**The following shall not count towards the expected minimum:**

- DHL Parcel Return Polska and DHL Parcel Return Connect returns sent
- shipments charged to **Third Party Payer**
- Shipment drop-off at DHL ServicePoint / DHL Locker.

## FUEL AND ROAD SURCHARGE

A fuel and road surcharge is added to the net basic price of each shipment. To learn about the amount and method of calculating the surcharge, go to [dhlecommerce.pl](https://dhlecommerce.pl)

## SPECIAL CHARGE

Charge applicable to each shipments. Not applicable to customers required to pay the standard fuel surcharge.

## SEASONAL CHARGE

Charge that DHL eCommerce may apply during the parcel peak period between 1 November and 31 December each year. The amount of the seasonal charge will be published on the [dhlecommerce.pl](https://dhlecommerce.pl) website, indicating its amount and the exact validity period.

## CONTRACTUAL PENALTY FOR THE SHIPMENT OF DANGEROUS GOODS

DHL does not accept for transport shipments containing dangerous goods and goods whose transport is prohibited pursuant to applicable legislation (e.g. corrosive, radioactive products, prohibited by law, including drugs). If, in the course of transport, it is found that the shipment contains any concealed dangerous goods or goods prohibited by law, the Customer will be obliged to pay a contractual penalty to DHL in the amount of PLN 1,200.00. Payment of the penalty does not deprive DHL of the right to claim damages in excess of the penalty on general principles.

\* Service available from 1 September 2025

# DESCRIPTION OF ADDITIONAL SERVICES AVAILABLE AND SURCHARGES DOMESTIC PRODUCTS

## eINVOICE

An electronic invoice, equivalent to a paper invoice. eInvoices are multifunctional, secure and easy to use. The service includes email notifications of invoices issued as well as an option to view and download proof of delivery for invoiced shipments. eInvoices can be activated and accessed at **dhlecommerce.pl**

## CHARGE FOR EXTENDED VERSION OF PAPER INVOICE

Charge for preparing an invoice containing a detailed list of transactions invoiced, covering: the number of the consignment note, the name of the Sender and Consignee of the shipment, and other fees for the shipment.

## INVOICE REPORT

Attachment to an invoice sent electronically.

## REPEATED CALL FOR PAYMENT

DHL eCommerce reserves the right to charge the Customer an administrative fee if a repeated call for payment for DHL eCommerce services needs to be issued.

## REINSTATEMENT OF BANK TRANSFER PAYMENT

Administrative charge for reinstating the option to pay for DHL eCommerce services by wire transfer.

## CHANGE OF PAYER

After an invoice has been issued by DHL eCommerce, the payer can be changed following the Payer's written request. The new payer stated in the **"Change of Payer Form"** will be charged an administrative fee for re-issuing an invoice. The form is available on **dhlecommerce.pl** in the **Document Templates** tab or at the **DHL eCommerce Customer Service Department**.

# ADDITIONAL INFORMATION DOMESTIC PRODUCTS

## PROHIBITED AND RESTRICTED GOODS

**DHL eCommerce does not accept shipments which contain:**

- cash, securities, other payment documents
- valuables (jewellery, works of art, antiques, coins and medals, etc.)
- weapons and ammunition
- perishables requiring special transport conditions
- chemically and biologically active goods
- animals
- human and animal remains
- narcotics and psychotropic substances
- medications requiring special transport conditions
- other goods whose properties might pose a health hazard to people coming into contact with them, or which might damage or destroy other shipments
- other goods the transporting of which is prohibited under applicable laws

More information is provided in the Regulations for the provision of domestic shipping and postal services of DHL eCommerce (Poland) Sp. z o.o., available at **dhlecommerce.pl**

## COMPLAINTS

**We make every effort to ensure that our Customers' shipments reach them on time, safely and at the correct address.**

If you have any complaints or comments on the quality of our services, please go to **dhlecommerce.pl**

**The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).**



# ADDITIONAL SERVICES AVAILABLE AND SURCHARGES

## INTERNATIONAL ROAD PRODUCTS

Service/ Surcharge	DHL Parcel Connect	DHL Parcel Return Connect	DHL Parcel International	DHL Parcel Connect Plus	DHL Parcel Connect Pallet	
					Pótpaleta	Paleta
DROP-OFF AT DHL SERVICEPOINT OR AT DHL LOCKER	✓	✓	✓	✓		
SHIPMENT INSURANCE	✓		✓	✓	✓	✓
CASH ON DELIVERY (COD)	✓					
EMAIL/SMS NOTIFICATIONS	✓	✓	✓			
INFORMATION ABOUT SHIPMENT STATUS	✓	✓	✓	✓	✓	✓
PROOF OF DELIVERY	✓			✓	✓	✓
RETURN OF UNDELIVERABLE SHIPMENT	✓	✓	✓	✓	✓	✓
UTILISATION OF UNDELIVERABLE SHIPMENT			✓			
PICK-UP AT DHL SERVICEPOINT OR DHL LOCKER	✓		✓			
CHARGE FOR PRINTING SHIPPING LABEL	✓		✓	✓	✓	✓
COMPANY PACKAGING AND CONSUMABLE SUPPLIES	✓	✓	✓	✓	✓	✓
CHARGE FOR INEFFICIENT PICK-UP	✓		✓	✓		
FUEL AND ROAD SURCHARGE	✓	✓	✓	✓	✓	✓
SPECIAL CHARGE	✓	✓	✓	✓	✓	✓
CHARGE FOR NON-STANDARD PIECE	✓	✓	✓	✓		✓
SURCHARGE FOR VOLUMETRIC WEIGHT	✓	✓	✓	✓		
SURCHARGE FOR WEIGHT CATEGORY ADJUSTMENT	✓		✓	✓		
POSTAL CUSTOMS CLEARANCE	✓					
COMMERCIAL CUSTOMS CLEARANCE	✓					
SURCHARGE FOR EACH CUSTOMS TARIFF	✓					
EMPTY RUN	✓		✓	✓	✓	✓
SEASONAL CHARGE	✓	✓	✓	✓	✓	✓
CONTRACTUAL PENALTY FOR THE SHIPMENT OF DANGEROUS GOODS	✓	✓	✓	✓	✓	✓

eINVOICE  
REPEATED CALL FOR PAYMENT  
REINSTATEMENT OF BANK TRANSFER PAYMENT  
CHARGE FOR EXTENDED VERSION OF PAPER INVOICE  
INVOICE REPORT

The abovementioned services and surcharges are available to customers regardless of the selected product

# PRODUCT DESCRIPTION

## INTERNATIONAL ROAD PRODUCTS

### DHL PARCEL CONNECT

#### Shipment weight and dimensions (including packaging):

- single-piece shipments weighing up to 31.5 kg, not placed on a pallet
  - maximum dimensions of standard shipment: 120 x 60 x 60 cm; if any of the sides exceeds the aforementioned dimensions, an additional charge for non-standard piece is applied
  - minimum dimensions of shipment: 15 x 11 x 1 cm
  - maximum length of shipment 200 cm
  - maximum girth of a shipment must not exceed 360 cm
- The girth of a shipment is calculated as follows:  $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height}$

#### Weight and dimensions of shipments to the UK – postal customs clearance:

- single-piece shipments up to 30 kg
- maximum standard dimensions: 100 x 50 x 50 cm
- minimum dimensions: 15 x 11 x 1 cm
- maximum length of shipment: 150 cm
- maximum girth must not exceed 300 cm ( $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height}$ )

#### Delivery of a shipment

Door-to-door delivery excluding Estonia, Denmark, Finland, Latvia, Lithuania, Sweden.

In these countries, the Consignee picks up the shipment at a local DHL eCommerce Partner's location.

It is possible for a shipment to be addressed directly to a DHL ServicePoint or DHL Locker in Germany, Austria, Denmark, Sweden, Belgium, the Netherlands, France, Spain, Portugal, Bulgaria, Italy, Croatia, Slovenia, the Czech Republic, Slovakia and Hungary by the Sender or to be picked up at one of the 120,000 DHL ServicePoints or DHL Lockers by the Consignee.

Verification of the maximum dimensions and weight of the shipment is possible in the DHL eCommerce electronic tools.

The shipment is awaiting pick-up at the point from 5 to 15 calendar days (depending on the country of delivery), counting from the next day after the delivery.

Shipments not collected at this time will be returned to the Sender at their expense. Shipments are posted and delivered on business days

(Monday to Friday, except bank holidays in the country of posting, transit and delivery).

Ordering a DHL eCommerce Courier and printing the corresponding label is possible using the electronic tools provided by DHL eCommerce.

By prior arrangement with a DHL eCommerce Representative, permanent collections can be arranged.

Locations – see p. 10 of the Characteristics of Services and Surcharges.

### DHL PARCEL CONNECT PLUS

#### Shipment weight and dimensions (including packaging):

- shipments containing up to 15 pieces with a maximum weight of 31.5 kg per piece, not placed on a pallet
  - maximum dimensions of standard shipment: 120 x 60 x 60 cm; if any of the sides exceeds the aforementioned dimensions, an additional charge for non-standard piece is applied
  - minimum dimensions of shipment: 15 x 11 x 1 cm
  - maximum length of shipment: 200 cm
  - maximum girth of a shipment must not exceed 360 cm
- The girth of a shipment is calculated as follows:  $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height}$

#### Posting and delivery of a shipment

Door-to-door.

Customers can order a DHL eCommerce courier and print the label they need via online tools provided by DHL eCommerce.

Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Representative.

After two unsuccessful delivery attempts, the shipment will be returned to the Sender.

Shipments are posted and delivered on business days (Monday to Friday, except bank holidays in the country of posting, transit and delivery).

### DHL PARCEL RETURN CONNECT

#### Shipment weight and dimensions (including packaging):

- single-piece shipments weighing up to 31.5 kg, not placed on a pallet
  - maximum dimensions of standard shipment: 120 x 60 x 60 cm; if any of the sides exceeds the aforementioned dimensions, an additional charge for non-standard piece is applied
  - minimum dimensions of shipment: 15 x 11 x 1 cm
  - maximum length of shipment 200 cm
  - maximum girth of a shipment must not exceed 360 cm
- The girth of a shipment is calculated as follows:  $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height}$ .

#### For the return parcels dropped off at DHL ServicePoints in the countries below some exceptions apply:

- maximum weight: Belgium, Luxembourg – 30 kg; Estonia, Greece, Latvia, Denmark, Sweden – 20 kg; Netherlands – 23 kg; Slovakia – 10 kg
- maximum dimensions: Belgium, Luxembourg, Netherlands, Sweden – 100 x 50 x 50 cm; Estonia, Lithuania, Latvia – 60 x 36 x 60 cm; Greece – 60 x 60 x 40 cm; Slovakia – 80 x 60 x 60 cm

Detailed information on the return method of a parcel whose weight/dimensions exceed the above parameters can be found in the return instructions available to the Requestor's Customer.

#### Shipment posting

The Requestor decides how the return label is to be provided, choosing from the following: Print the label and ship it inside the packaging with the piece being shipped or email the label as a PDF attachment.

To prepare a return label, one uses the same online tools as for creating an international shipping label.

Return instructions attached to the shipment contain the information needed to determine the appropriate course of action and the correct shipping option.

If, due to its dimensions, the shipment cannot be dropped off at a DHL ServicePoint or DHL Locker, the Requestor's Customer will be able to schedule a local pick-up via courier in accordance with the rules in effect in the country of origin.

# PRODUCT DESCRIPTION

## INTERNATIONAL ROAD PRODUCTS

### DHL PARCEL INTERNATIONAL

**Shipment weight and dimensions (including packaging):**

- single-piece shipments weighing up to 30 kg, not placed on a pallet
- maximum dimensions of standard shipment: 100 x 50 x 50 cm  
If any of the sides exceeds the aforementioned dimensions, an additional charge for non-standard piece is applied.
- minimum dimensions of shipment: 15 x 11 x 1 cm
- maximum length of shipment: 150 cm
- maximum girth of a shipment must not exceed 300 cm.  
The girth of a shipment is calculated as follows: 1 x length + 2 x width + 2 x height.

**Posting and delivery of a shipment**

Door-to-door.

Shipments are posted and delivered on business days (Monday to Friday, except bank holidays in the country of posting, transit and delivery).

Customers can order a DHL eCommerce courier and print the label they need via online tools provided by DHL eCommerce.

Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Representative.

### DHL PARCEL CONNECT PALLET HALF PALLET

**Shipment weight and dimensions (including packaging):**

Half pallet shipments may contain up to 5 pieces:

- maximum weight of piece: 200 kg
- maximum weight of shipment: 1,000 kg
- maximum dimensions of standard piece: 80 x 60 x 160 cm

If the standard dimensions are exceeded, half pallet is changed to the DHL Parcel Connect Pallet – Paleta product.

**Posting and delivery of a shipment**

In the curbside pick-up/delivery system.

The minimum height of a pallet is 15 cm.

Customers can order a DHL eCommerce courier and print the label they need only via online tools provided by DHL eCommerce.

Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Representative.

After two unsuccessful delivery attempts, the shipment will be returned to the Sender.

Shipments are posted and delivered on business days (Monday to Friday, except bank holidays in the country of posting, transit and delivery).

### DHL PARCEL CONNECT PALLET PALLET

**Shipment weight and dimensions (including packaging):**

Pallet shipments may contain up to 5 pieces:

- maximum weight of piece: 1,000 kg (for shipments to Germany, Czech Republic and Sweden: 800 kg)
- maximum weight of shipment: 2,500 kg
- maximum dimensions of standard shipment: 120 x 80 x 200 cm
- maximum width of pallet: 100 cm

**Posting and delivery of a shipment**

In the curbside pick-up/delivery system.

The minimum height of a pallet is 15 cm.

Customers can order a DHL eCommerce courier and print the label they need via online tools provided by DHL eCommerce.

Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Representative.

After two unsuccessful delivery attempts, the shipment will be returned to the Sender.

Shipments are posted and delivered on business days (Monday to Friday, except bank holidays in the country of posting, transit and delivery).

### METHOD OF CALCULATING CHARGES

Charges are calculated in accordance with the table for the relevant product in the DHL eCommerce Service Price List – Business.

For each piece the volumetric weight is calculated according to the following conversion factor:

length (cm) x width (cm) x height (cm) / 4,000 or 1 m<sup>3</sup> = 250 kg. The rule is to select the greater weight (actual or volumetric).

For pieces with a volumetric weight exceeding 31.5 kg (DHL Parcel Connect) or 30 kg (DHL Parcel International), extra charges will be applied: basic charge for parcels above 31.5 kg and additional charge for volumetric weight.

The basic charge for a multi-piece shipment is the sum of the basic charges for individual pieces in the shipment.

# DESCRIPTION OF ADDITIONAL SERVICES AVAILABLE AND SURCHARGES INTERNATIONAL ROAD PRODUCTS

## DROP-OFF AT DHL SERVICEPOINT OR AT DHL LOCKER

**Applicable to single-item shipments with a maximum weight of 25 kg and maximum dimensions of 64 x 38 x 41 cm.**  
The packaging must be prepared and the label must be printed individually before shipping a parcel at a point or locker.  
Return parcels to Poland can also be sent from abroad at DHL ServicePoints or DHL Lockers, depending on availability in a particular country.  
Information about the shipping point network: [dhl24.com.pl/mapa/nadania](https://dhl24.com.pl/mapa/nadania).

## SHIPMENT INSURANCE

Additional coverage against loss or destruction of shipments with a value of up to PLN 100,000 is available.

## CASH ON DELIVERY (COD)

An option to collect the amount due from the Consignee for goods delivered with a value not exceeding: CZK 40,000 – **Czech Republic**, RON 6,750 – **Romania**, EUR 1,500 – **Austria, Germany, Slovakia**, EUR 500 – **Slovenia**. The amount will be transferred from a DHL eCommerce account to the Sender's currency account within 6 business days, counting from the business day following the day of delivery of the shipment.

For **Bulgaria and Hungary**, the maximum collection amount is, respectively BGN 2,900 / HUF 465,000 – the sender can indicate the currency account in countries of delivery or in Poland to transfer the amount in these currencies:

- if a currency account in the country of delivery is provided, the amount will be transferred from a DHL eCommerce account to the Sender's currency account within 6 business days, counting from the business day following the day of delivery of the shipment
- if a currency account in Poland is provided, the amount will be transferred from a DHL eCommerce account to the Sender's currency account once a week, on the day specified by the Sender. COD values will be returned to the Sender in a single transfer for all CODs collected from the Consignee with the delivery date of more than 6 business days from the payment date
- DHL eCommerce does not provide the service of refunding COD to a currency account indicated by the customer according to options other than those specified above.

**COD service applies to Austria, Bulgaria, Czech Republic, Germany, Romania, Slovakia, Slovenia and Hungary.**

## EMAIL/SMS NOTIFICATIONS

The Consignee is notified by email or SMS about the shipment posting, date, place and estimated hour of delivery.

## INFORMATION ABOUT SHIPMENT STATUS

The service involves access to information about the shipment's current status at [dhlecommerce.pl](https://dhlecommerce.pl)

## PROOF OF DELIVERY

Electronic confirmation is available once the Sender is registered with the DHL eCommerce Customer Service Department. Service unavailable for France.

## RETURN OF UNDELIVERABLE SHIPMENT

Return of shipment to Sender. An undeliverable shipment is a shipment that could not be delivered by DHL to the Consignee because: the Consignee was absent, the Consignee refused to accept it, the Consignee refused to pay the collection amount as part of the additional **CASH ON DELIVERY (COD)** service, the data provided on the customs clearance form by the Sender were incomplete/incorrect, the Consignee failed to settle the amounts due for the customs clearance, the address provided was incorrect, collection was cancelled.

## UTILISATION OF UNDELIVERABLE SHIPMENT

Undeliverable shipments destroyed at Sender's instruction. Shipment is deemed undeliverable if it could not have been delivered by DHL to the Consignee or has not been picked up by the Consignee.

## PICK-UP AT DHL SERVICEPOINT OR AT DHL LOCKER

It is possible to send a shipment directly to a DHL ServicePoint or DHL Locker by the Sender or to direct it for collection at one of DHL ServicePoints or DHL Lockers. The shipment can then be collected from the pick-up point within the next 5–15 calendar days (depending on the country of delivery). Information on the DHL pick-up network can be found in the electronic shipment tools.

## CHARGE FOR PRINTING SHIPPING LABEL

Charge for handling shipments with a label printed by DHL eCommerce using electronic data provided by the Customer.

## COMPANY PACKAGING AND CONSUMABLE SUPPLIES

Charge for cardboard packaging, foil packs and envelopes depends on their dimensions. The cost of shipping consumables is covered by the Requestor as per the DHL eCommerce Service Price List – Business.

## CHARGE FOR INEFFICIENT PICK-UP

Fee charged for each day on which fewer items were sent than the minimum expected based on the Customer's declared volume, calculated as follows. The expected minimum is 50 percent of the daily volume, calculated as the Customer's declared monthly volume, divided by 21 (the average number of days in a month) and rounded down. If the Requestor has submitted two monthly volume declarations, one for domestic services for shipments up to 31.5 kg and the other for international shipments up to 31.5 kg, the higher declaration shall be used to calculate the expected minimum.

**No fee shall be charged if:**

- the Customer was charged with a surcharge for the same day charged for the drive to collect the parcel by the Marketplace cooperating with DHL (where Marketplace is understood as a type of online sales platform that provides access to a diverse and extensive marketplace of goods and services offered by many businesses and individuals)
- the Customer was charged with the **Empty Run** fee for the same day
- there was no courier arriving to collect shipments on the day.

**The following shall not count towards the expected minimum:**

- DHL Parcel Return Polska and DHL Parcel Return Connect returns sent
- shipments charged to **Third Party Payer**
- Shipment drop-off at DHL ServicePoint / DHL Locker.

## FUEL AND ROAD SURCHARGE

A fuel and road surcharge is added on to the basic price of a shipment (not including costs of additional services). The amount of the surcharge is specified on the basis of average market prices of diesel oil. For the current amount of surcharge go to [dhlecommerce.pl](https://dhlecommerce.pl)

## SPECIAL CHARGE

Charge applicable to each shipments. Not applicable to customers required to pay the standard fuel surcharge.

# DESCRIPTION OF ADDITIONAL SERVICES AVAILABLE AND SURCHARGES INTERNATIONAL ROAD PRODUCTS

## CHARGE FOR NON-STANDARD PIECE

An additional charge will be applied for:

- shipments with one of its dimensions exceeding 120 x 60 x 60 cm for DHL PARCEL CONNECT, DHL PARCEL RETURN CONNECT, DHL PARCEL CONNECT PLUS
- shipments with one of its dimensions exceeding 100 x 50 x 50 cm for DHL PARCEL INTERNATIONAL
- shipments placed on a pallet with a width exceeding 80 cm for DHL PARCEL CONNECT PALLET – PALETA

An additional charge will be also applied for:

- spherical or cylindrical shipments
- shipments in the shape of a roll and tube, with a triangular or oval cross-section
- shipments with irregular shapes, with protruding elements
- shipments containing loose, heavy pieces or pieces with uneven weight distribution
- shipments all pieces of which are partially packaged or have no packaging, but the absence of packaging does not affect the transportability of these pieces (e.g. tyres, mattresses, etc.)
- shipments composed of several shipments attached to each other, which exceed the standard dimensions
- shipments with an adhesive surface that prevents sliding (e.g. rubber, etc.)
- shipments in loose packaging, tied with a string (i.e. where the contents may shift and cause a shift to the centre of gravity while being transported)
- shipments whose packaging contains: synthetic, metal or wooden materials, textiles, foils, pieces with rubber edges or fasteners (e.g. bags, sacks, small buckets, foils)
- shipments containing pieces or devices that generate a magnetic field

Charge is also applied for returning an undeliverable shipment to the Sender.

## SURCHARGE FOR VOLUMETRIC WEIGHT

A charge will be applied if the volumetric weight of the piece exceeds the maximum actual weight for the relevant product. A charge is also applied for returning undeliverable shipment to the Sender.

## SURCHARGE FOR WEIGHT CATEGORY ADJUSTMENT

A surcharge may be charged in the case of shipments for which the weight category determined on the basis of the Customer's declaration turns out to be different from the weight category determined on the basis of the actual weight and dimensions.

## POSTAL CUSTOMS CLEARANCE

Up to maximum value of goods EUR 1,000. A detailed list of excluded goods can be found on [dhlecommerce/brexit](#). Proof of export entitling to apply the VAT rate of 0% on exports is not available with this type of customs clearance.

**CN23 declaration** and pro-forma invoice must be prepared independently in DHL24 tool.

Printed customs documents must be attached to the parcel.

**The Sender pays the costs of transport and export and import customs clearance.**

For some types of shipment, the Consignee may be required to pay duties, taxes, handling fees and other fees resulting from import customs clearance. For goods worth less than GBP 135, the Sender will need to pay VAT.

More information about shipments is available at [gov.uk](#)

## COMMERCIAL CUSTOMS CLEARANCE

Up to maximum value of goods PLN 100,000. A detailed list of excluded goods can be found on [dhlecommerce/brexit](#). With this type of customs clearance, a customer can receive proof of export entitling to apply the VAT rate of 0% on exports.

It requires verification by DHL eCommerce in the Netherlands based on the completed customer implementation form, granting DHL eCommerce an authorisation to act as a direct representative for notifications stipulated in customs laws and an electronic commercial invoice being attached to the shipment.

**The Sender pays the costs of transport and export and import customs clearance.**

For some types of shipment, the Consignee may be required to pay duties, taxes, handling fees and other fees resulting from import customs clearance.

More information about shipments is available at [gov.uk](#)

## SURCHARGE FOR EACH CUSTOMS TARIFF

It is possible to carry out customs clearance of goods classified under multiple tariff codes. The charge will apply for declarations containing pieces with more than five different tariff codes in total and will be levied for each code exceeding this number.

**Does not apply to shipments undergoing postal customs clearance.**

## EMPTY RUN

A fee charged when a courier was provided as ordered and the shipment was not released to the courier or the Sender was unavailable.

## SEASONAL CHARGE

Charge that DHL eCommerce may apply during the parcel peak period between 1 November and 31 December each year. The amount of the seasonal charge will be published on the [dhlecommerce.pl](#) website, indicating its amount and the exact validity period.

## CONTRACTUAL PENALTY FOR THE SHIPMENT OF DANGEROUS GOODS

DHL does not accept for transport shipments containing dangerous goods and goods whose transport is prohibited pursuant to applicable legislation (e.g. corrosive, radioactive products, prohibited by law, including drugs). If, in the course of transport, it is found that the shipment contains any concealed dangerous goods or goods prohibited by law, the Customer will be obliged to pay a contractual penalty to DHL in the amount of PLN 1,200.00. Payment of the penalty does not deprive DHL of the right to claim damages in excess of the penalty on general principles.

# DESCRIPTION OF ADDITIONAL SERVICES AVAILABLE AND SURCHARGES INTERNATIONAL ROAD PRODUCTS

## eINVOICE

An electronic invoice is available at [dhlecommerce.pl](https://dhlecommerce.pl). The service covers sending information about an invoice issued.

## REPEATED CALL FOR PAYMENT

DHL reserves the right to charge the Customer an administrative fee if a repeated call for payment for services needs to be issued.

## REINSTATEMENT OF BANK TRANSFER PAYMENT

Administrative charge for reinstating the option to pay for DHL services by wire transfer.

## CHARGE FOR EXTENDED VERSION OF PAPER INVOICE

Charge for preparing an invoice containing a detailed list of transactions invoiced, covering: the number of the consignment note, the name of the Sender and Consignee of the shipment and other fees for the shipment.

## INVOICE REPORT

Attachment to an invoice sent electronically.

# ADDITIONAL INFORMATION INTERNATIONAL ROAD PRODUCTS

## PROHIBITED AND RESTRICTED GOODS

**DHL eCommerce does not accept shipments which contain:**

- excise goods (alcohol, tobacco)
- cash, securities, other payment documents
- valuables (jewellery, works of art, antiques, coins and medals, etc.)
- weapons and ammunition
- perishables requiring special transport conditions
- chemically and biologically active goods
- animals

To learn more about DHL eCommerce Europe General Conditions of Shipment, go to [dhlecommerce.pl](https://dhlecommerce.pl)

For shipments to the UK, a detailed list of excluded goods can be found at [dhlecommerce/brexit](https://dhlecommerce.pl/brexit)

## COMPLAINTS

**We make every effort to ensure that our customers' shipments reach them safely and at the correct address.**

If you have any complaints or comments on the quality of our services, please go to [dhlecommerce.pl](https://dhlecommerce.pl)

**The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).**

# SOLUTIONS FOR SENDERS

## DOMESTIC AND INTERNATIONAL ROAD PRODUCTS

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### DHL24

#### **We encourage you to take advantage of a number of IT solutions**

The no-installation-required app is available 24/7 via web browser at [dhl24.com.pl](https://dhl24.com.pl)

#### **Basic features of the app:**

- price calculation
- ordering a DHL eCommerce courier, also by a third party
- printing labels (batch printing available)
- maintaining an address book of Consignees
- creating shipment templates
- access to shipping history
- access to proof of delivery with Consignee's signature
- submitting complaints and monitoring their status

### DHL24 AUTHORISED SHIPMENT

A modern system for managing shipments sent at the Customer's expense.

**An excellent solution for online stores, repair services, financial and telecommunications industries, insurance companies or companies distributing domestic shipments.**

#### **It enables:**

- creating an order form customised to the Customer's individual needs to be created
- orders to be authorised
- an easy way of booking a DHL eCommerce courier and printing a consignment note to be made available
- various return addresses to be matched, depending on the goods group
- goods or documents to be linked to a shipment number
- facilitating the receipt of goods by the warehouse

### DHL24 MAIN USER

**An excellent solution for multi-branch companies that put emphasis on the correct allocation of the shipping costs to the appropriate branch.**

This solution ensures central monitoring of shipments sent by various users.

### DHL24 WEBAPI

**DHL24 WebAPI is a network service enabling information to be exchanged between DHL24 and our customers' external software.**

This solution allows you to integrate the features of the DHL24 website into your own software

- As a part of **DHL24 WebAPI**, we provide a range of methods that correspond to the most crucial features of the DHL24 application, including creating shipments and booking a courier.
- **DHL24 WebAPI** has been built with attention to modern standards. It is based on the SOAP protocol – and therefore the complete service description is defined by means of the WSDL language.

### FREE MODULES INTEGRATING MAGNETO PLATFORM AND SELLO, SUBIEKT AND PRESTA SHOP APPLICATIONS WITH DHL24

The current list is available at [narzedzia.dhl.pl/pl/serwis/integracje](https://narzedzia.dhl.pl/pl/serwis/integracje)

**They allow the exchange of information and integration of the software with DHL24.**

#### **Thanks to them:**

- DHL24 features are supported directly in the Customer's application (creation of shipments and consignment notes, booking a DHL eCommerce courier, information about shipment status)
- all DHL eCommerce products and additional services can be shared and operated

Should you have any questions, please contact us at [dhl24.com.pl/DHL2/kontakt.html](https://dhl24.com.pl/DHL2/kontakt.html)

All online tools presented in the price list are free.