PALLET PRICE LIST

This Pallet Price List applies to companies and institutions, following written arrangements contained in a separate agreement concerning the provision of shipping services.

Applicable as of 1 November 2026

BASIC CHARGES

	WEIGHT OF THE SHIPMENT				
Distance	**200 kg**	**400 kg**	**600 kg**	**800 kg**	**1 000 kg**
100 km	181	210	261	324	387
300 km	351	411	495	579	677
900 km	471	520	612	704	754

HOW TO CALCULATE THE COST OF A SHIPMENT?

BASIC CHARGE + **FUEL AND ROAD SURCHARGE** + **CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES** + **VAT**

determined on the basis of the higher real or volumetric weight (more information below)

for the current amount of surcharge go to **dhlecommerce.pl**

more information on pages 2–3

at the applicable rate

DESCRIPTION OF THE SERVICE

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

- "Pallet" term means goods placed on a pallet with dimensions: 120 x 80 cm, 120 x 100 cm, 120 x 120 cm. The pallet is a single item of shipment, provided that 120 x 100 cm pallets and 120 x 120 cm are treated as a non-standard item.
- The maximum height of the shipment is 210 cm (including the pallet). The weight limit of the goods including the pallet is 1,000 kg. The weight and dimensions of the pallet/packaging are included in the weight and dimensions of the shipment elements.
- Maximum weight of a shipment 2,500 kg.
- Palletized 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.

Pick-up and delivery:

- In areas accessible by delivery trucks the service is performed on ramp to ramp.
- Pick-up and delivery involves placement of the shipment and its removal from the open load-carrying body[1]. Additional loading and unloading activities are the customer's responsibility.
- Shipments are typically collected from Monday to Friday and delivered on the next business day or within 2 business days[2].
- 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.

Method of calculating of the charges:

- If the contract is concluded according to the pallet price list, the charge for all shipments containing only elements on pallets with the following dimensions: 120 x 80 cm, 120 x 100 cm, 120 x 120 cm is calculated according to the pallet price list.
- There is an additional charge for each non-standard item.
- Calculated for each item is the volumetric weight according to the following conversion rate: [length (cm) x width (cm) x height (cm)] / 4,000 or 1 m^3 of the shipment = 250 kg. The rule is to select the greater weight (actual or volumetric).
- The price of a shipment is calculated after adding up the greater weights of each item.

[1] This does not apply to pick-ups and deliveries carried out using the following vehicles: truck-tractor with an articulated trailer, car with an articulated trailer with a loading capacity of 24 t, car without a trailer with a loading capacity of 5 t or higher.
[2] For more information about the time of delivery offered, please contact the DHL eCommerce Customer Service Department.

All prices are in PLN and will be increased by value-added tax at the applicable rate.
To learn more about the services, go to **dhlecommerce.pl** or contact the DHL eCommerce Customer Service Department.

ADDITIONAL SERVICES

ADDITIONAL SERVICES AVAILABLE	CHARGE
Change of address	• PLN 10 – within the DHL eCommerce deliverer's Terminal • 100% of the basic charge – between two DHL eCommerce Terminals
Email/SMS notifications	Included in the basic charge
Pre-Delivery Information (PDI)	PLN 5.60
Return of undeliverable shipment	100% of the basic charge
Saturday delivery	50% of the basic charge, but no less than PLN 18
eInvoice	Included in the basic charge
Shipment insurance Charge depending on the declared value of shipment	• up to 50.000 – PLN 12.40 • between PLN 50.000 and PLN 100.000 – 0,2% of declared value
Cash on delivery collection (COD) Each shipment with the COD service is subject to additional insurance	PLN 8 + 1% of the collection value
Return of confirmed documents (ROD)	PLN 15
Written order	PLN 8 for the order
Telephone order	PLN 8 for the order
Proof of Delivery (POD) (service ordered at the time of sending the shipment)	PLN 5
Electronic Proof of Delivery (ePOD)	Included in the basic charge
Pallet sales	PLN 33.50 per pallet
Third party payer	PLN 11

Detailed description of the services on pages 9–11 DHL eCommerce Price List – Special

ADDITIONAL CHARGES

CHARGE FOR NON-STANDARD ITEMS FOR DHL PARCEL MAX SHIPMENTS

Items placed on a pallet are subject to a charge when:
- Pallets with dimensions exceeding 120 x 100 cm i 120 x 120 cm.
- Goods extend beyond the outlines of the pallet.
- Goods are not affixed to the pallet (e.g. with film, binding tape, screws, etc.).
- Charge is also applied for returning undeliverable shipment to the Sender.

Charge: **PLN 139**

PRINTING A SHIPPING LABEL

A charge for handling shipments with a label printed by DHL eCommerce using electronic data provided by the Customer.
Charge: **PLN 2.70** per label

EXTENDED VERSION OF A 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.
Charge: **PLN 22**

INVOICE ATTACHMENT

Invoice attachment is provided in digital form.
- Charge: **PLN 8** – standard attachment
- Charge: **PLN 25** – attachment resent after the Customer's request

REPEATED CALL FOR PAYMENT[1]

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.
Charge: **PLN 40**

CHANGE OF PAYER

After an invoice has been issued by DHL eCommerce, the payer can be changed following the Customer'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 Model documents tab or at the DHL eCommerce Customer Service Department.
Charge: **PLN 20** per invoice

REINSTATEMENT OF WIRE TRANSFER PAYMENTS[1]

An administrative charge for reinstating the option to pay for DHL eCommerce services by wire transfer.
Charge: **PLN 80**

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.
Charge: **PLN 11**

CREDIT CARD PAYMENT FOR COD[1]

Charge: 1.5% of COD value, not less than **PLN 2**

FUEL AND ROAD SURCHARGE[2]

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

SPECIAL CHARGE

Charge applicable to each shipments. Not applicable to Customers required to pay the standard fuel surcharge.
Charge: **PLN 17** for shipments with items weighing over 31.5 kg

SEASONAL CHARGE

The seasonal surcharge shall apply from 1 November to 31 December 2026. The amount of the seasonal charge will be published on the **dhlecommerce.pl** website, indicating its amount and the exact validity period.
The maximum seasonal surcharge will not exceed PLN 19 – applied to every domestic and international shipment weighing over 31.5 kg.

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.
Charge: **PLN 1.200**

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

[1] Not applicable to Consumers.
[2] Previously known as a FUEL SURCHARGE.
All prices are in PLN and will be increased by value-added tax at the applicable rate.
More information at **dhlecommerce.pl** and in the DHL eCommerce Customer Service Department.