



DHL Freight (Poland) Customer Service
Center

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Table of Fees for Additional Services



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Additional service or fee:	Additional information:	Additional fee (net):
B2C pickups and deliveries	In the case of orders for collection or delivery from/to private persons, additional surcharges are charged in the directions indicated nearby. When ordering these services, the Customer should check the B2C box in the system for submitting transport orders.	17,5€- AT, BG, CZ, DE, EE, ES, FI, GR, HR, HU, IE, IT, LU, LV, PT, RO, SK 22€- BE, DK, FR, LT, NL 25€ - SE, SI 35€ - CH, NO Other countries - please contact the DHL Freight (Poland) Sales Department
Original CMR	Providing the Customer with the original CMR	19,5 € / CMR
Second delivery / Second pickup	Second delivery attempt/second attempt to pick up the shipment not resulting from DHL Fracht's fault. If it is impossible to collect or deliver the shipment for reasons attributable to the Customer and/or the recipient, DHL Freight (Poland) will make another paid attempt to collect or deliver it at the Customer's expense. If it is impossible to deliver the shipment, no later than after the second delivery attempt, DHL Freight (Poland) forwards an inquiry to the Customer regarding further instructions concerning the shipment. The customer should provide information on further handling of the shipment as soon as possible, but no longer than within 1 business day from the date of sending the inquiry.	An additional fee of 32% of the transport rate
Intra-EU delivery confirmation	Providing the Customer with a copy of the delivery confirmation	9 € / pcs
Manual orders	In the case of orders placed other than: (a) via the electronic order submission system or (b) "EDI" - an administrative fee will be charged for entering the order into the operating system (manual booking).	10 € / pcs
Additional CARGO insurance	Additional shipment insurance	Requires prior arrangements
Administration fee for shipments to/from GB	Surcharge for each shipment in export and import to/from GB	15 €
Shipping under DDP conditions to GB	Surcharge for import customs clearance in GB	80 €
Shipping under DDP conditions to: BA, CH, GE, MK, ME, NO	Surcharge for import customs clearance in the destination country	€45 - 2 customs tariff codes + €5 each subsequent customs tariff code

Changing the data in the order or supplementing the data by DHL Freight (Poland)	Changing data or supplementing/correcting data also applies to possible changes after measuring and weighing the shipment at the DHL Freight (Poland) warehouse (after any change in weight or dimensions, the appropriate transport rate applies)	15 € / order
Correction of invoice data at the Client's request	Correction of invoice data at the Client's request	20 € / invoice
Arranged delivery date	Arrange a specific delivery date	35 € / order
Delivery or pickup on a specific day and/or time slot**	Pick-up or delivery of the shipment is carried out on the day agreed with the Customer and/or within a specified time window.	Requires prior arrangements minimum fee 10EUR
Delivery notification to the recipient*	Notifying and agreeing the terms and delivery time with the recipient	Requires prior arrangements
Delivery or collection by car with lift*	Groupage shipments TBO (Euroconnect and Eurapid)	Requires prior arrangements
Delivery or collection by car with lift*	FTL or PTL transport NTBO (Euroline)	Requires prior arrangements minimum fee 80€ ELD, 160€ ELI
Additional loading or unloading place*	Loading or unloading in more than one place	Requires prior arrangements
Sender neutralization	Sender neutralization (does not apply to ADR and customs shipments)	18 € / order
Return of parcels*	Return of a parcel that could not be delivered, e.g. due to refusal of acceptance	Requires prior arrangements
Transport of hazardous materials	ADR/IMDG, except classes I; 6.1 PG I; 6.2; 7; 4.1 (SR2); 5.2 (P2) and UN.3507, and in transport to/from Great Britain and Ireland also with the exception of classes 5.1 and 5.2 and dangerous goods marked with UN numbers: UN3393/4.2 (4.3)/PGI; UN 2845/ 4.2/ PG I; UN 1384/4.2/PG II; UN 3162/2.3; UN3161/2.1; UN.3308/2.2(8); UN 3393/4.2 (4.3)/PG; UN1978/2.1; UN2037/2.1; UN3393/4.2(43)/PG I	An additional fee of 15% of the transport rate
Contractual penalty for sending dangerous goods	If during transport it turns out that the shipment contains any hidden dangerous goods or goods prohibited by law, the Customer will be obliged to pay DHL a contractual penalty.	A contractual penalty of EUR 500.00 per shipment is payable. Payment of the penalty does not deprive DHL of the right to claim damages exceeding the penalty amount under general principles
Proactive information about the status of shipments*	Status information is sent by e-mail (pre-alerting)	Requires prior arrangements
Customs services in Poland	Comprehensive service is provided by a network of customs agencies located at DHL Freight (Poland) international terminals and at border crossings	Requires prior arrangements
Customs services abroad	DHL Fracht provides customs services in most countries belonging to the DHL Euroconnect network	In the case of import from selected non-European Union countries to Poland, the cost of export customs clearance is covered by the payer. Detailed information can be obtained by contacting the DHL Freight (Poland) Sales Department

Intrastat	Comprehensive service is provided by a network of customs agencies located at DHL Freight (Poland) international terminals and at border crossings	Requires prior arrangements
CO2 calculation	Calculation of the level of CO2 emissions accompanying the transport of the shipment	Requires prior arrangements
Report on request	Fee for preparing a custom report for the Customer	35 € / report
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to GB)	69,5 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from GR)	40 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from SE)	120 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to NO)	120 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from FI)	105 €
Transport of dangerous goods by ferry (ADR)	Surcharge for ADR (ferry connection to/from IT. Only for Sicily: codes 90-98 and Sardinia: codes 07-09)	40 €
Export clearance	Export clearance in import	25 € - TR, MD, GB, RS, CH 20 € - NO
GoGreen Plus Service Charge	Surcharge for GoGreen	TBO (Euroconnect and Eurapid) 2,5 € / order NTBO (Euroline) 2,5% of the transport rate
GoGreen Plus Base	Surcharge for GoGreen – Base level	TBO (Euroconnect and Eurapid) 1,5% of the transport rate NTBO (Euroline) 1% of the transport rate
GoGreen Plus Smart	Surcharge for GoGreen – Smart level	TBO (Euroconnect and Eurapid) 2,5% of the transport rate NTBO (Euroline) 2% of the transport rate
GoGreen Plus Premium	Surcharge for GoGreen – Premium level	TBO (Euroconnect and Eurapid) 9% of the transport rate NTBO (Euroline) 6% of the transport rate
Safety & Security declarations fee	Safety & Security declarations fee for: ECE, ERA, SPI, PPI from Poland (PL) to Great Britain (GB).	6 € / order if custom clearance done via Gerlach GB 12 € / order if custom clearance done outside Gerlach GB
Pallet exchange	Pallet exchange service upon delivery	Requires prior arrangements minimum fee 2EUR per pallet

* The availability of the service is limited, the possibility of providing the service and the price of the service are to be agreed with the Sales Department.



Table of customs services on the territory of Poland	
Customs clearance in the marketing authorization procedure	265 PLN
Customs clearance in the export procedure	215 PLN
Customs clearance in transit procedure:	
value of goods on the invoice up to EUR 50,000	245 PLN
value of goods on the invoice 50,001 - 100,000 EUR	360 PLN
the value of the goods on the invoice exceeds EUR 100,001	0,09% of the invoice value
Additional customs tariff item (over 10 customs tariff codes on the declaration)	15 PLN
Completion and registration of the certificate of origin at the Customs Office	195 PLN
Filing a customs declaration in the transit procedure for DHL shipments to Switzerland, Great Britain, Norway, San Marino, Serbia, Turkey, Ukraine, North Macedonia, Iceland	25 EUR
Preparation of a DSK declaration (for goods placed in a temporary storage warehouse)	70 PLN
Application and submission of documents confirming the removal of goods outside the EU (in the absence of an CC599C message).	170 PLN