



# 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 2021

## DHL PARCEL PALLET PRICE LIST – BASIC CHARGES

Distance	Weight of the shipment				
	200 kg	400 kg	600 kg	800 kg	1 000 kg
100 km	124	144	179	222	265
300 km	240	281	339	396	463
900 km	322	355	418	482	516

## HOW TO CALCULATE THE COST OF A SHIPMENT



## 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: 1.2 x 0.8 m, 1.2 x 1.0 m, 1.2 x 1.2 m. The pallet is a single item of shipment, provided that 1.2 x 1.0 m pallets and 1.2 x 1.2 m are treated as a non-standard item.
- The maximum height of the shipment is 2.1 m (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 Parcel Customer Service Department. If shipments containing more than 5 pallets are to be sent to a single consignee without prior consultation with the DHL Parcel 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 Parcel 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<sup>1</sup>. 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<sup>2</sup>.
- A request for a DHL Parcel courier to collect a shipment can be placed via online tools provided by DHL Parcel or by phone with the DHL Parcel Customer Service Department. Regular pick-ups can be scheduled upon prior agreement with a DHL Parcel 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: 1.2 x 0.8 m, 1.2 x 1 m, 1.2 x 1.2 m is calculated according to the pallet price list.
- There is an additional charge for each non-standard item.
- To determine the price of a service, calculate the distance between the place of dispatch and the place of delivery of a shipment, using the Distance Calculator available at [www.dhlparcel.pl](http://www.dhlparcel.pl).
- Calculated for each item is the volumetric weight according to the following conversion rate:  $[\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}] / 4,000$  or  $1 \text{ m}^3$  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.

<sup>1</sup> 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.

<sup>2</sup> For more information about the time of delivery offered, please contact the DHL Parcel Customer Service Department.

## ADDITIONAL SERVICES



### Change of address

Charge: PLN 10 – within the DHL Parcel deliverer's Terminal  
Charge: 100% of the basic charge – between two DHL Parcel Terminals



### Email/SMS notifications

Included in the basic charge.



### Pre-Delivery Information (PDI)

Charge: PLN 5



### Return of undeliverable shipment

Charge: 100% of the basic charge.



### Saturday delivery

Charge: 50% of the basic charge, but no less than PLN 15.



### Saturday pick-up

Charge: 50% of the basic charge, but no less than PLN 15.



### Shipment insurance

Charge depending on the declared value of shipment:

- up to PLN 50,000 – PLN 7
- between PLN 50,000 and PLN 100,000 – 0.2% of declared value



### Cash on delivery collection (COD)

Charge: PLN 7 + 1% of the collection value Each shipment with the COD service is subject to additional insurance.



### Return of confirmed documents (ROD)

Charge: PLN 13



### eInvoice

Included in the basic charge.



### Written order

Charge: PLN 5 for the order.



### Telephone order

Charge: PLN 5 for the order.



### Proof of Delivery (POD)

Charge: PLN 12 when requesting the service at the time of sending the shipment

Charge: PLN 18 + PLN 5 for each additional copy of the document when ordering the service after the shipment is sent (available for 1 year after the shipment is delivered).



### Electronic Proof of Delivery (ePOD)

Included in the basic charge.



### Report on undelivered shipments

Included in the basic service.



### Pallet sales

Charge: PLN 30 per pallet.



### Third party payer

Charge: 3 PLN

Detailed description of the services on pages 10-12  
DHL Parcel Price List – Special Price List

## 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 1.2 x 1.0 m and 1.2 x 1.2 m,
- 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 125

### CHARGE FOR PRINTING A SHIPPING LABEL

A charge for handling shipments with a label printed by DHL Parcel using electronic data provided by the customer.

Charge: PLN 2.50 per label

### CHARGE FOR AN 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 12 per invoice

### INVOICE ATTACHMENT

Invoice attachment is provided in digital form.

Charge: PLN 5 – standard attachment

Charge: PLN 20 – attachment resent after a customer's request.

### REPEATED CALL FOR PAYMENT<sup>1</sup>

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

Charge: PLN 20

### CHANGE OF PAYER

After an invoice has been issued by DHL Parcel, 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 [www.dhlparcel.pl](http://www.dhlparcel.pl) in the Model documents tab or at the DHL Parcel Customer Service Department.

Charge: PLN 15 per invoice

### REINSTATEMENT OF WIRE TRANSFER PAYMENTS<sup>1</sup>

An administrative charge for reinstating the option to pay for DHL Parcel services by wire transfer.

Charge: PLN 40

### FUEL AND ROAD SURCHARGE<sup>2</sup>

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 [www.dhlparcel.pl](http://www.dhlparcel.pl)

### UNSUCCESSFUL PICK-UP

A fee charged when a courier was provided as ordered and the shipment was not released to the courier or the Sender was unavailable. It includes DHL Parcel Poland, DHL Parcel 9, DHL Parcel 12, DHL Parcel MAX products.

Charge: PLN 5

### CREDIT CARD PAYMENT FOR COD<sup>1</sup>

A fee will be charged if the shipment's Consignee pays for the collection amount by credit card.

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

**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.).**

<sup>1</sup> Not applicable to consumers.

<sup>2</sup> 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 [www.dhlparcel.pl](http://www.dhlparcel.pl) and in the DHL Parcel Customer Service Department.