

DHL VALUE ADDED SERVICES - PRIVATE CUSTOMERS

YOUR CHOICE

When you offer delivery to private customers, service, precise delivery times and flexibility are important. With DHL you can offer all this – and much more. Tailor your delivery offering to the needs of your customers and always have full control throughout the transport flow.



PRIVATE CUSTOMERS

Whatever the size of your business or the size of your consignment – from a small parcel to larger PTL/FTL shipments and more – we can help you. Our value added services make it easy to quickly and smoothly adapt our transport solutions to the needs of your business.

At the start of this presentation, you will find a summary of all our value added services for deliveries to business customers. Under each service, you can read about how it works and practical information, such as booking, price and combination rules.

Finally, we would like to remind you that all our value added services are covered by our terms and conditions. For more detailed information about each service, see the separate document “DHL Freight Terms & Conditions”. If you are unsure about anything, you are always welcome to contact our Customer Service.

PRIVATE CUSTOMERS

FREIGHT COST

There are four factors that influence the total price of our deliveries. How it works: Firstly, all of our services have a freight price, plus a fuel surcharge. Other surcharges can then apply for delivery to certain places or for dangerous goods, for example. The price is also influenced if you choose to customise your transport with our value added services, such as Skicka grönt (Go Green), Indoor delivery or Evening delivery.

Finally, there are fees that can be avoided by ensuring that all tasks are completed correctly. If you are unsure of anything, you are always welcome to contact our Customer Service.

OUR OPTIONS FOR BOOKING VALUE ADDED SERVICES:

E-SERVICE

Book online via MyDHL Freight and Boka direkt at dhl.se/freight or via approved TA system/EDI solution.

DHL CUSTOMER SERVICE

For bookings and personal service, you are always welcome to call our Customer Service on 0771-345 345.

PRIVATE CUSTOMERS

DELIVERIES TO PRIVATE CUSTOMERS	Service point	Home delivery	PAGE
Third party freight payer	■	■	5
Collection at terminal		■	6
Disposal of replaced product		■	7
Notification by letter	■		8
Carrying help to room of choice		■	9
Evening delivery		■	10
Delivery without POD (Proof of Delivery)		■	11
Delivery without ID control		■	12
Pre-advice by driver		■	13
Delivery monitoring	■	■	14
Proof of delivery	■	■	15
Personal delivery	■		16
Skicka grönt (Go Green)	■	■	17
Pre-advise pickup		■	18
Carrying help Pick-up		■	19
Cash on Delivery (COD)	■		20
DHL Cargo insurance	■	■	21
Packaging removal		■	22

PRIVATE CUSTOMERS

THIRD PARTY FREIGHT PAYER

WE INVOICE THE THIRD PARTY – NOT THE CONSIGNOR OR CONSIGNEE

In a transport chain, there are many occasions when a “Third party freight payer” is useful. An example of this is when neither the consignee or the consignor are responsible for paying the freight.

In a transport chain, this value added service is often used by a party acting only as the stockholder.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service. Specify the paying customer number.

PRICE – DHL SERVICE POINT

19 kr/shipment

PRICE – DHL HOME DELIVERY

62 kr/shipment

PRIVATE CUSTOMERS

COLLECTION AT TERMINAL

LET THE CONSIGNEE COLLECT THEIR SHIPMENT FROM OUR TERMINAL WHEN IT SUITS THEM

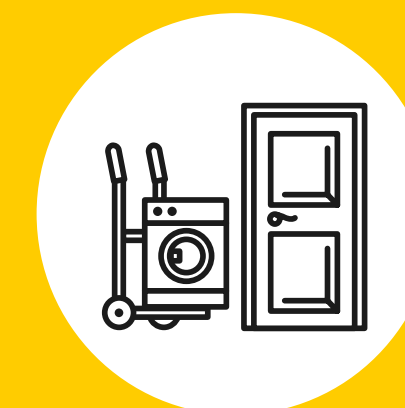
Instead of DHL delivering the shipment, the consignee has the option of collecting directly from one of our terminals.

This service is popular with consignees who are often travelling or otherwise unavailable.

Notification is included in the service, and as soon as it has been sent, the shipment is available for collection during the daytime.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service, specify the DHL terminal where you wish to collect the shipment.

CANNOT BE COMBINED WITH:

Carrying help to room of choice, Pre-advice by driver

PRICE – DHL HOME DELIVERY

135 kr/shipment

PRIVATE CUSTOMERS

DISPOSAL OF REPLACED PRODUCT

WE RECYCLE THE OLD PRODUCT AND REPLACE IT WITH A NEW ONE

Many consumers want help with disposal of the products which have just been replaced. We take care of this and also take all the goods we remove to the tip for recycling.

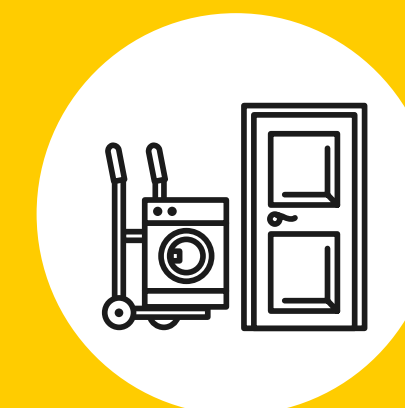
A service that adds value both for the customer and the environment.

This value added service must be combined with “Carrying help to room of choice”. Note also that return shipments are sent with DHL HOME DELIVERY RETURN.

OBS!



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service.

PRICE

320 kr/shipment

PRIVATE CUSTOMERS

NOTIFICATION BY LETTER

OFFER YOUR CUSTOMERS SECURITY WITH A NOTIFICATION LETTER

E-mail and text notifications are always included in DHL SERVICE POINT. But if your customer prefers, there is the option of offering a notification by letter when the shipment is available for collection.

Secure, easy and efficient, especially for consignees who do not trust the digital world.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service.

PRICE

39 kr/shipment

PRIVATE CUSTOMERS

CARRYING HELP TO ROOM OF CHOICE

FOR THOSE WHO WANT TO HAVE THE PRODUCT CARRIED IN THEIR HOME

Many consumers appreciate the simplicity and convenience in their home deliveries. This is precisely why Indoor delivery is a popular option.

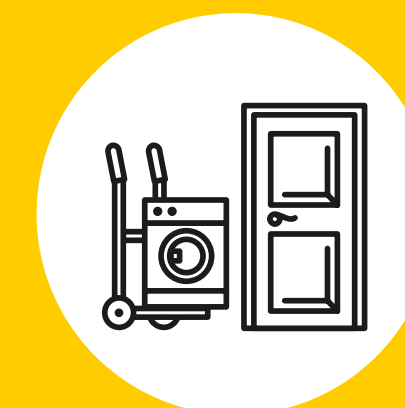
The consignee points out a place in the home where the goods should be placed. Then we take care of the rest. The whole process is quick and smooth and only takes a few minutes.

OBS!

See our time table at www.dhl.se/freight for geographical coverage.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service.

PRICE

1 - 25 kg	530 kr/shipment
26 - 150 kg	690 kr/shipment
151 - 299 kg	830 kr/shipment
300 - 999 kg	990 kr/shipment
1000 - 2500 kg	1 285 kr/shipment

PRIVATE CUSTOMERS

EVENING DELIVERY

WE DELIVER AFTER WORKING HOURS

We deliver when the consignee is at home. With this option, you can offer flexibility for anyone who finds it difficult to be at home except between 17:00-22:00 in the evening.

Evening delivery is a value added service that you are able to offer end customers, who request this most of all in a flexible home delivery service.

With unbeatable coverage, this service allows you to offer your customers evening delivery throughout the country.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service.

PRICE

Evening delivery*	155 kr
Evening delivery zone B	780 kr
Evening delivery zone C	1 250 kr
Evening delivery zone D	2 080 kr
Evening delivery zone E	3 640 kr

*Applies to the standard zone, which has a geographical coverage including approximately 65% of the Swedish population. Full geographical coverage for Evening delivery can be found at www.dhl.se/freight.

PRIVATE CUSTOMERS

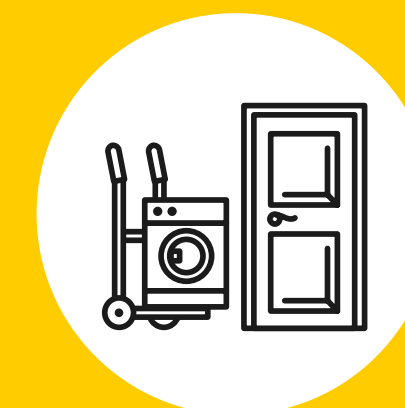
DELIVERY WITHOUT POD (PROOF OF DELIVERY)

WE DELIVER EVEN IF THE CONSIGNEE IS NOT AT HOME

Delivery without POD is a convenient service for anyone who wants to guarantee their deliveries regardless of whether the consignee is at home or not.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service.

CANNOT BE COMBINED WITH:

Insurance. Carrying help to room of choice.
Carrying help Pick-up. Collection at terminal.
Disposal of replaced product. Packaging removal

PRICE

Free of charge

PRIVATE CUSTOMERS

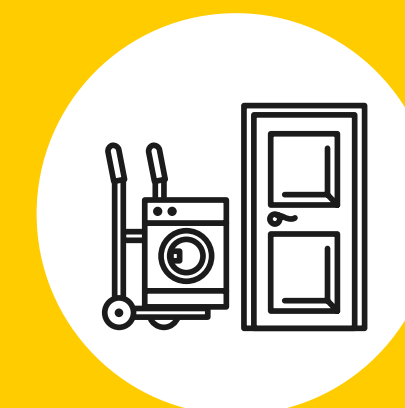
DELIVERY WITHOUT ID CONTROL

WHEN SOMEONE OTHER THAN THE CONSIGNEE WILL RECEIVE THE DELIVERY

Delivery without ID control can be a good solution when someone other than the consignee will receive the delivery, e.g. a tradesman or neighbour.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service.

CANNOT BE COMBINED WITH:

Insurance. Carrying help to room of choice.
Carrying help Pick-up. Collection at terminal.
Disposal of replaced product. Packaging removal

PRICE

Free of charge

PRIVATE CUSTOMERS

PRE-ADVICE BY DRIVER

OUR DRIVERS CONTACT THE CONSIGNEE BEFORE DELIVERY

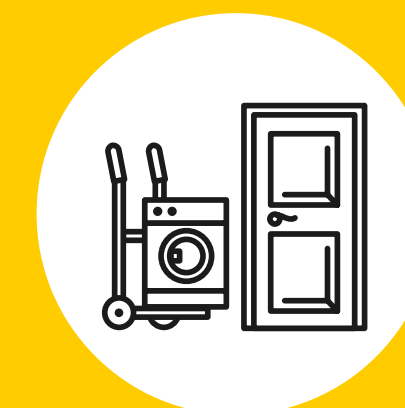
Pre-advice by driver is included when booking DHL Home Delivery shipments.

In a flexible service for home deliveries, security and clarity are important factors for the consignee. And our experience tells us that Pre-advice by driver always helps your customer to plan their day.

When the delivery is on its way, our driver will contact the consignee 15-30 minutes before delivery. Pre-advice by driver also gives both the consignee and the consignor more control over the delivery.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service. Specify the phone number where you want to receive the notification.

CANNOT BE COMBINED WITH:

Collection at terminal.

PRICE

0 kr

PRIVATE CUSTOMERS

DELIVERY MONITORING

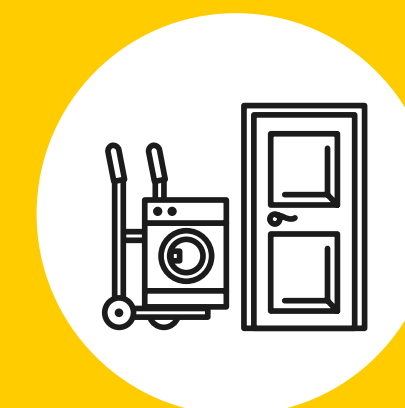
TRACK YOUR DELIVERY THROUGHOUT THE TRANSPORT CHAIN VIA TEXT OR E-MAIL

Delivery monitoring allow you and your customers to track where your shipment is at all times in the transport chain. We send continuous updates to you – or the person you specify, e.g. the consignee or a third party – via text and/or e-mail.

Delivery monitoring is an excellent way to expand the service you offer to your customers and partners!



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service. Specify the e-mail address or phone number where you want to receive the notification.

CANNOT BE COMBINED WITH:

Collection at terminal.

PRICE

2.50 kr/text or e-mail message. Max 10 kr/shipment.

PRIVATE CUSTOMERS

PROOF OF DELIVERY

WE PROVIDE ALL THE DELIVERY DETAILS

If the consignee would subsequently like to see the delivery details for a shipment, we can arrange this by providing a copy of the relevant shipping document.

For example, they may want to see who signed for the shipment.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

DHL Customer Service.

PRICE

70 kr/shipment

PRIVATE CUSTOMERS

PERSONAL DELIVERY

DELIVERY ONLY TO THE SPECIFIED RECIPIENT

If you want only the recipient to be able to collect the shipment personally, book the Personal Delivery option. The shipment will then only be delivered to the specified recipient after they have identified themselves on site. It is not possible to collect the shipment with a courier or power of attorney.

Controlling the delivery so that only the recipient can collect the shipment may be appropriate in cases where you send goods subject to age regulations, goods of a sensitive nature or similar.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

DHL Customer Service.

PRICE

8 kr/shipment

PRIVATE CUSTOMERS

SKICKA GRÖNT WITH DHL

SKICKA GRÖNT REDUCES THE ENVIRONMENTAL IMPACT IN A SMART AND EFFICIENT WAY

By selecting SKICKA GRÖNT, the customer can reduce the environmental impact of their transport and boost development of the transport sector right here and now. The revenues are used to invest in vehicles with cost driven environmental technology. Something that will guarantee environmental benefits within our Swedish transport network.

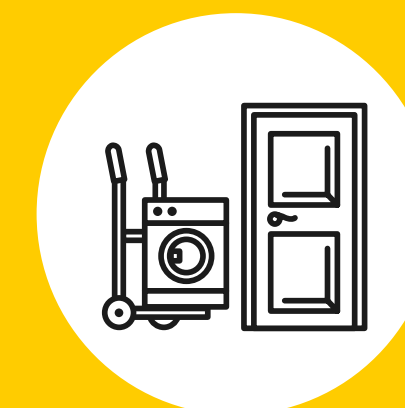
With SKICKA GRÖNT, we can work with you and your customers to seriously reduce emissions of carbon dioxide, where it would otherwise be impossible without your contribution.

Each time you or your customers book SKICKA GRÖNT, you are buying shares in our overall capacity of CO2 reducing freight. The shares are not linked to any specific route. Instead, SKICKA GRÖNT enables us to replace a fossil transport section with vehicles running on renewable fuels, where they will have the most impact.

The whole process, from production to sales, is verified by an independent party.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service.



PRICE – DHL SERVICE POINT

4 kr/shipment

PRICE – DHL HOME DELIVERY

39,20 kr/shipment

PRIVATE CUSTOMERS

PRE-ADVICE PICKUP

OUR DRIVER CONTACT THE SENDER BEFORE PICKUP

Our driver will call the sender approximately 15-30 minutes before pick up. This gives both you and the sender better control of the delivery.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service. Specify the phone number where you want to receive the notification.

PRICE

53 kr/shipment

PRIVATE CUSTOMERS

CARRYING HELP PICK-UP

WE ALSO HANDLE YOUR RETURNS

Carrying help Pick-up is adapted for return shipments from your customers. We carry out the goods from any location in your home.

OBS!

Must be booked with DHL HOME DELIVERY RETURN. Remember that the shipment being collected must be packaged for transport in accordance with relevant packaging instructions and fitted with a transport label.

See our time table at www.dhl.se/freight for geographical coverage.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service. Booked with DHL HOME DELIVERY RETURN.

PRICE

1 - 25 kg	530 kr/shipment
26 - 150 kg	690 kr/shipment
151 - 299 kg	830 kr/shipment
300 - 999 kg	990 kr/shipment
1,000 - 2,500 kg	1 285 kr/shipment

PRIVATE CUSTOMERS

CASH ON DELIVERY (COD)

WE TAKE PAYMENT ON DELIVERY AND THEN TRANSFER THE AMOUNT TO YOU

With Cash on Delivery (COD), the consignee pays us the amount immediately on delivery and then we transfer the amount to you.

This means that the consignor is always guaranteed payment. Many consignees also consider this a safe and secure way of shopping.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service. Enter the amount, account type, account number and any reference.

PRICE – DHL SERVICE POINT

Max 9,999 kr

115 kr/shipment

PRIVATE CUSTOMERS

DHL CARGO INSURANCE

SEPARATE INSURANCE TO GIVE YOU EXTRA PROTECTION AND SECURITY

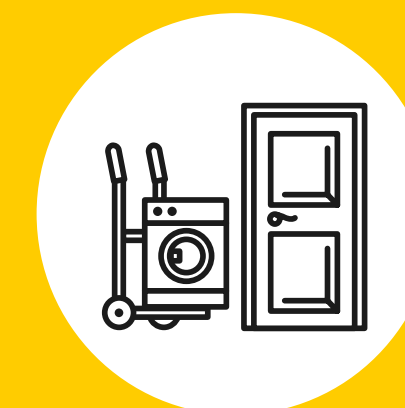
We always do our utmost, but sometimes the unforeseen occur that involve damage or loss of goods. Our liability does not always covers the full value of the goods. By adding DHL CARGO INSURANCE to your shipment you get extra security without deductible.

With DHL Cargo insurance, you have a reliable full-value insurance.

Read more about DHL Cargo Insurance (see varuförsäkring) at www.dhl.se/freight



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service, DHL Customer Service.

CANNOT BE COMBINED WITH:

Delivery without POD (Proof of Delivery).

PRICE

Insurance value/shipment*

From	To	Premium kr
0	5 000	35
5 001	10 000	55
10 001	25 000	100
25 001	50 000	135
50 001	75 000	190
75 001	100 000	230
100 001	3 000 000	0,23% of the Insurance value*

* Insurance value (Value of the goods and the shipping cost)

We insure almost everything, but there are certain types of goods that have restrictions and exceptions. Read more about DHL Cargo insurance (see varuförsäkring) at www.dhl.se/freight

PRIVATE CUSTOMERS

PACKAGING REMOVAL

WE TAKE AWAY AND RECYCLE THE PACKAGING

When we leave the consignee, everything must be in order. This also applies to the packaging if requested.

After unpacking, we take away the transport packaging, such as plastic, cable ties, corrugated board and load carriers. Of course, this is done in an environmentally friendly manner.

TIPS!

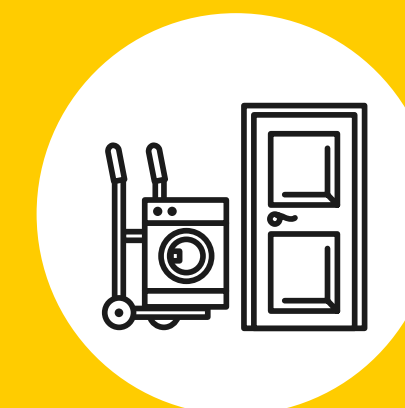
Remember that we do not provide transport packaging for return shipments.

OBS!

This value added service must be combined with Carrying help to room of choice.



DHL SERVICE POINT



DHL HOME DELIVERY

BOOKED VIA

E-Service

PRICE

210 kr/shipment