**DHL Packet International** is designed to simplify your international shipping experience. It is ideal for merchants with lightweight packages looking for a cost effective delivery service to all markets of the world.

**DHL Packet International Value Proposition in a Nutshell:**

- **Affordability:** Highly economical solution up to 4.4 lbs., ideal for lower value items
- **Visibility:** Milestone tracking on major movements in the U.S., and for the transportation abroad visibility ends once the item arrives in the destination country
- **Simplicity:** One time easy integration with minimal data and customs complexities
- **Breadth of Coverage:** Shipping to more than 220 countries and territories of the world, set it and forget it
- **Diversification:** We leverage several postal networks to minimize the risk of disruption in service or cost

**Key Product Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td><strong>Transit Time</strong></td>
<td>4 - 8 Business Days (arrival in destination country)</td>
</tr>
<tr>
<td><strong>Country Coverage</strong></td>
<td>Access to 220+ countries and territories</td>
</tr>
</tbody>
</table>
| **Weight/Size Limits**   | Weight: Up to 4.4 lbs.  
                           | Dimensions: Maximum: Length + Width + Height = 36”, Each side = 24”  
                           | Minimum: Length = 6”, Width = 4”                                      |
| **Customs Clearance**    | DDU (Delivered Duty Unpaid), now DAP (Delivered at Place), and Taxes paid upon delivery  
                           | Maximum Aggregate Value: 1,000 USD\(^1\)                              |
| **Shipment Value Protection** | Up to 100 USD/per Bill-of-Lading (BOL)                                  |

\(^1\)Exceptions to Maximum Aggregate Values: China – 1,000 CNY,  
Germany – 2,500 USD, UK – 900 GBP, Australia – 2,000 AUD,  
New Zealand – 2,000 NZD

**Additional Value-Added Services**

- **Returns Management** - Solution for unintended returns (UAA)
- **Customer Web Portal** - Tracking, reporting, invoices, online shipping tool, service delay notifications and more

DHL eCommerce Solutions – Excellence. Simply delivered.
CASE STUDY

E-Commerce Category: Smart Phone Accessories

“DHL Packet International allowed us to reach international customers worldwide at an affordable price.”

CHALLENGE

With a low average order value, an expensive international shipping service was not an option. This merchant was looking for a solution to reach international customers in a cost effective way.

SOLUTION

DHL Packet International is a perfect solution for this customer due to their lightweight packages and lower order value.

BENEFITS

DHL eCommerce Solutions enabled this client to reach their international customers no matter what part of the world they are in, all at an affordable price and without worrying about customs complexities.

TRACKING VISIBILITY FOR DHL PACKET INTERNATIONAL

With DHL Packet International an “Arrival in Destination Country” scan event to over 70 key countries is provided – giving you and your customers peace of mind that their packages have arrived safely and will be delivered by their local postal carrier shortly.

Our best-in-class Customer Web Portal allows you to easily monitor the progress of your packages, while your shoppers can track their orders online as well 24/7 via DHL eCommerce Solutions Web Track.