DHL eCommerce Solutions is focused on providing a best-in-class consumer experience to the United Kingdom through DHL Parcel International Direct, our flagship product providing the perfect balance of speed, visibility, and affordability.

The United Kingdom is one of the largest international markets for U.S. businesses selling abroad. With a large percentage of consumers shopping online and a high demand for U.S. brands, the United Kingdom is the perfect market to expand to when growing your business outside the U.S.

**COUNTRY FACTS:**
- 67,800,000
- English
- 94,000 square miles
- $43,600 average annual income

**E-COMMERCE FACTS:**
- E-commerce accounts for 33% of the total retail sales in the U.K.
- The U.K. has 72.4 million mobile phone connections
- The U.K. has an internet penetration rate of 96%
- E-commerce sales in the U.K. reached $265 billion in 2020
- 36% of online shoppers in the U.K. make purchases from other countries
- PayPal is the preferred payment method in the U.K.

Sources: International Trade Administration, Ecommerce News

DHL eCommerce Solutions – Excellence. Simply delivered.
### JOURNEY OF A PARCEL

1. **Pick Up**
2. **Processed in U.S.**
3. **Line Haul to U.K.**
4. **Customs Clearance**
5. **Delivery**

#### Tracking events 1-7

**Location** | **Tracking Event**
--- | ---
1 United States | Arrival at DHL eCommerce Solutions
2 United States | Processed
3 United States | Processing Completed
4 United Kingdom | Arrival at Destination Country
5 United Kingdom | Cleared Customs
6 United Kingdom | Out for Delivery
7 Consignee’s Address | Delivered

### END-TO-END TRACKING

End-to-end piece-level visibility with delivery confirmation available for your customers via the DHL eCommerce Solutions online tracking site. Along with online tracking, the DHL eCommerce Solutions Customer Web Portal provides you with comprehensive reporting, as well as easy account management.

### AVERAGE TRANSIT DAYS FROM ORIGIN

<table>
<thead>
<tr>
<th>Country</th>
<th>EWR</th>
<th>LAX</th>
<th>ORD</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great Britain (England, Scotland, Wales)</td>
<td>4 to 6</td>
<td>4 to 7</td>
<td>4 to 6</td>
<td>4 to 6</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>5 to 8</td>
<td>5 to 8</td>
<td>5 to 7</td>
<td>5 to 8</td>
</tr>
</tbody>
</table>

**Key product features**

#### WEIGHT/SIZE LIMITS
- **Weight:** Up to 44 lbs. (20 kg.)
- **Dimensions:** (L+G) ≤ 79” and Length ≤ 42”

#### DUTIES & TAXES
- **De Minimis Value:** 0 GBP for Taxes, 135 GBP for Duty
- **Customs Clearance Options:**
  - DDP (Delivered Duty Paid) and Taxes paid in advance
  - DDU (Delivered Duty Unpaid), now DAP (Delivered at Place), and Taxes paid upon delivery

### ADDITIONAL VALUE-ADDED SERVICES

- **DHL Duty & Tax Calculator:** To support with itemized costs at the time of checkout, and improve cart conversion
- **Customs Documentation:** All necessary documentation is prepared and applied by DHL eCommerce Solutions
- **Returns Management:** Solutions for unintended returns
- **Shipment Value Protection:** Up to 100 USD per parcel
- **DHL Verify:** Address verification included

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Rev. 4/21

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