

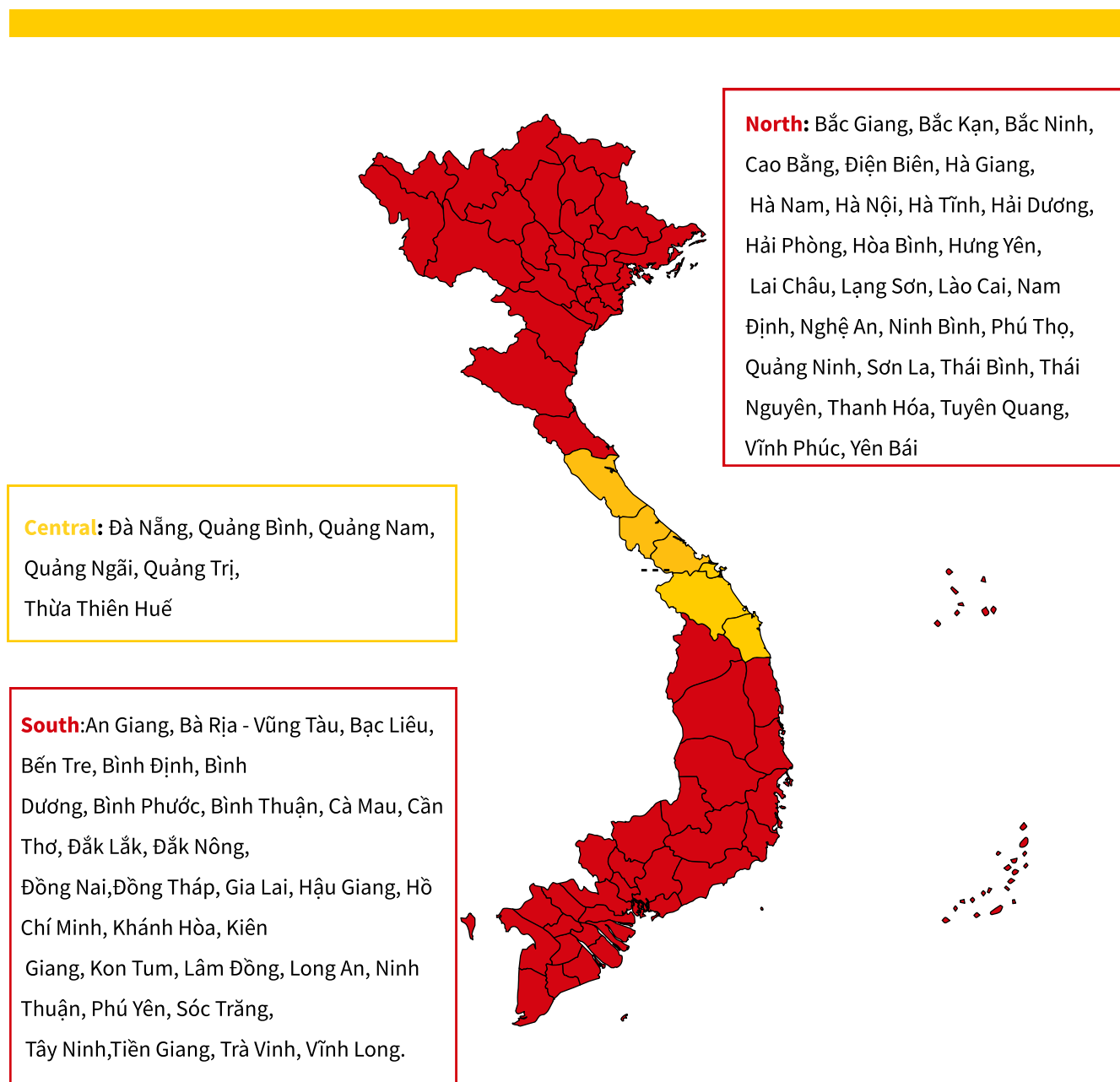
RATE AND TRANSIT GUIDE

DHL Ecommerce Solutions

2020



REGION



Intra Province	The origin and the destination are in the same province (ef. Hanoi to Hanoi)
Intra Region	The origin and the destination are in the same region (e.g. North-to-North, South-to-South)
Nearby Region	The origin's region is adjacent to the destination's region (e.g North-to-Central, South-Central)
Cross Region	The origin is in the North and the destination is in the South and vice versa.

SHIPPING RATES

Walkin-customer

Currency: VND

Optimal (SDP)

Dài+ Rộng+Cao (cm)	Kích cỡ	Nội tỉnh	Nội vùng	Cận vùng	Liên vùng
50	XS	22.000	33.000	44.000	55.000
60	SML	33.000	44.000	55.000	77.000
70	MED	44.000	55.000	77.000	99.000
90	LRG	55.000	66.000	99.000	154.000
100	XLG	66.000	77.000	132.000	220.000
110	XXL	77.000	88.000	165.000	275.000

Express Service (PDE)

L+ W+H (cm)	Box Size	Intra Province	Intra Region	Nearby Region	Cross Region
50	XS	19.000	29.000	35.000	44.000
60	SML	22.000	38.000	51.000	66.000
70	MED	33.000	44.000	66.000	88.000
90	LRG	44.000	57.000	82.000	120.000
100	XLG	55.000	70.000	104.000	154.000
110	XXL	66.000	84.000	126.000	187.000

Standard Service (PDO)

L+ W+H (cm)	Box Size	Intra Province	Intra Region	Nearby Region	Cross Region
50	XS	19.000	29.000	33.000	36.000
60	SML	22.000	38.000	44.000	52.000
70	MED	33.000	44.000	55.000	66.000
90	LRG	44.000	57.000	73.000	88.000
100	XLG	55.000	70.000	90.000	110.000
110	XXL	66.000	84.000	108.000	132.000

(*) Create parcel at [here](https://ecommerceportal.dhl.com/retail/) : <https://ecommerceportal.dhl.com/retail/> or drop your parcel at DHL service points

SHIPPING RATES

For business partner

Optimal (SDP)

Weight (kg)	Intra Province	Intra Region	Nearby Region	Cross Region
0.1	17.000	20.000	25.000	30.000
0.25	17.000	20.000	25.000	30.000
0.5	17.000	20.000	25.000	35.000
1	22.000	25.000	33.000	49.000
1.5	22.000	30.000	41.000	66.000
2	22.000	35.000	49.000	83.000
per additional 0.5 kg	4.000	5.000	10.000	17.000

Express service (PDE)



Weight(kgs)	Intra province	Intra region	Nearby region	Cross region
0.1	15,000	18.000	22.000	28.000
0.25	15.000	18.000	22.000	28.000
0.5	15.000	18.000	22.000	28.000
1	18.000	22.000	27.000	33.000
1.5	18.000	25.000	33.000	39.000
2	18.000	30.000	40.000	48.000
per additional 0.5 kg	3.000	5.000	8.000	9.000

Standard service (PDO)



Weight (kgs)	Intra province	Intra region	Nearby region	Cross region
0.1	15.000	18.000	22.000	26.000
0.25	15.000	18.000	22.000	26.000
0.5	15.000	18.000	22.000	26.000
1	18.000	22.000	27.000	30.000
1.5	18.000	25.000	33.000	36.000
2	18.000	30.000	40.000	44.000
per additional 0.5 kg	3.000	5.000	7.000	8.000

(*) If you have more than 500 parcels per month, please contact DHL telemarketing.ecs.com.vn@dhl.com for special price and service

LEADTIME

Unit of measurement: days

Shipping leadtime

Service	Intra Province		Intra Region		Nearby Region		Cross Region	
	Urban	Sub urban	Urban	Sub urban	Urban	Sub urban	Urban	Sub urban
SDP (sameday)	0.5							
SDP (optimal)	1	1	1~2	1~3	1~2	3	1~3	2~3
PDE (express)	1	1~2	1~2	2~3	2	3	2~3	3~4
PDO (standard)	1	1~2	1~3	2~4	3	4	3~4	4~6

* SDP (Sameday service) available in Hà Nội, Đà Nẵng and Hồ Chí Minh City.

User should book parcel before 10.30 AM, then DHL courier will collect your parcel before 11.30 AM

** Outside of Hà Nội, Đà Nẵng and Hồ Chí Minh City , the pick up date is D+1 (D: booking day)

User should book parcel before 10.30 AM, then DHL courier will collect your parcel before 16.00 PM on the next working day

*** Pick up cut off time will be affected by pick up location

Return leadtime

Service	Intra Province		Intra Region		Nearby Region		Cross Region	
	Urban	Sub urban	Urban	Sub urban	Urban	Sub urban	Urban	Sub urban
SDP (optimal)	2~3	3~4	3	5	3~4	5~6		
PDE (express)	2~3	3~4	3	5	3~4	5~6	1~3	2~3
PDO (standard)	2~3	3~4	4	6~7	5~7	5~6	2~3	3~4

COD payment:

01~03 working days from successful delivery

Pick up and delivery method

DHL Ecommerce Solution provide 2 methods:

- _ Door to door pick up and delivery
- _ Drop parcel at Service Point

Finding the nearest service point at [here](https://ecommerceportal.dhl.com/retail/#/store) :

VALUE-ADDED SERVICES (VAS)

Currency: VND

Service	Description	Charge (excl. VAT)	Additional info.
Cash on delivery - COD	Cash on delivery allows the recipient pays for the value of the parcel upon delivery in cash. DHL will then transfer the COD amount to the merchant's bank account.	Free of charge	COD transfer frequency: DHL will transfer the COD 1-2 days after the parcel has been successfully delivered.
Insurance - INS	Insurance protect the goods from any loss, physical damage during the shipping process or during temporary storage in Vietnam.	Maximum insured amount: 100 million Fee: 1% of insured amount Minimum charge: 15.000	We recommend this service as it provides comprehensive protection for your valuable or personal shipments, giving you a peace of mind in the unlikely event of physical damage or loss.
Open box - OBOX	Open box allows the recipient to inspect the appearance of the contents of the parcel, however, the recipient cannot try or open the seal of the contents.	Free of charge	
Return	A return fee is charged for any shipment that has not been successfully delivered and has been requested to return.	Return fee = 50% of the PDO Service rate	
Pick up	DHL collect the parcel at the address that customer requested	Free of charge	

VALUE-ADDED SERVICES (VAS)

Currency: VNĐ

Service	Description	Charge (excl.VAT)	Note
Co-checking(*)	Co-checking allows the Sender and DHL to check the quantity of parcels at the pick up point and at the delivery point based on the proof of quantity signed by both DHL and the Sender	Fee: 500 VNĐ/item Minimum 15,000 VNĐ/shipment	
Paper proof of delivery - PPOD (*)	Proof that the recipient has received contents sent by the Sender. This includes sending back official stamped documents from the government, organizations, companies and delivery receipts from recipients back to the Sender.	Fee: 10.000VNĐ/ set	
Intended Return - PDR (*)	The service requests DHL to collect a parcel that had already been successful delivered to return to the Sender, The intended return parcel will be sent to the registered address.	Fee = 100% of the PDE service rate	

(*) Optional services, please contact our Customer Service for more details

LƯU Ý

Working hour: 8H00 - 18H00 from Monday to Saturday

Dimension weight (DIM)

$$\text{Dimension weight (kgs)} = \frac{\text{Length} \times \text{Width} \times \text{Height (cm)}}{5000}$$

Charging method: We will charge Actual Weight or Dimensional Weight, whichever is higher.

Maximum weight:

Optimal service (SDP) & Express service (PDE) : 30 kgs

Standard service (PDO) : 70 kgs

Maximum dimension:

Sum of Height+ Width+Length is not over 200 cm

Each dimension is not over 80 cm

PROHIBITED GOODS & DANGEROUS GOODS

Prohibited goods

- Dangerous goods including hazardous or toxic goods, explosives, weapons or guns;
- Drugs, narcotics or intoxicants
- Toxic Chemicals
- Works of art, antiques belongs to Historical site, museum
- Obscene or pornographic articles
- Tobacco
- Fireworks
- Medicines and medical equipment that are not allowed by Government
- Plant, wild animal which are listed under International convention that Vietnam participated. Plants wild animals are under Red list
- Some children's toys are harmful to the personality development, children's health or to security, social order and safety.
- Chemicals, additives, biological products, environmental cleaning products, antiseptic compounds using in planting, researting, aquatic product processing and aquaculture that are prohibited in Vietnam
- Fresh food and Frozen food



Restricted- Goods that can be sent but with restrictions

- Electronic products with lithium batteries*, mobile phones*, torch/ flashlight with lithium batteries*. Powerbank chargers, photographic equipment, loose lithium batteries, prototype lithium batteries, rechargeable batteries, wet cell batteries, alkaline batteries, solar charger, ultra capacitor, Defective lithium batteries (either loose or packed with or contained in equipment).
- Motor vehicles, motorcylces or electric vehicles parts with flammables lubricants, engines, lawn mowers, generator, carburetor, fuel tank, fuel, fuel controllers, fire extinguishers, air bag, ships or aircraft parts, barometer, radio controlled toy vehicles (cars/ airplanes/ boats) powered by flammable liquid or gas engines.
- Personal care products in pressurized canisters with flammable gas or liquid, perfumes or body sprays, nail polish, household chemicals, cleaning agents, aerosols, bleach, drain cleaners, pesticides, wax, toolbox with flammable liquid or solvents, glue, spray paint, lubricants, lighter.
- Agricultural or industrial chemicals, chemicals with strong odour or violate chemicals, metal powder, pigment, flammable solids, oxidizers, toxic or corrosive substances, pesticides, compressed gases, flammable liquids, resins, inks, paints, sealants, adhesives, mercury
- Medical equipment, radioactive substances, pharmaceuticals raw materials, vaccines or virus samples, compressed gases, cryogenic liquefied gases, dry ice, sphygmomanometer, and thermometer
- Electrical appliances with wet batteries or mercury contents, refrigerators or air conditioners with flammable gas, vacuum tube, magnetic tubes, industrial or high strength magnets, neodymium magnets, smoke detectors. • Fireworks, ammunition, flares, signal flares, nail gun, drilling and mining equipment, adventure equipment.

Condition: Customer need to inform and provide docuemnt related to dangerous goods to DHL

COMPENSATION

Currency: VND

Compensation information

Value verification

DHL will determine the value of a parcel based on:

- Amount in commercial Invoice
- OR the COD (cash on delivery) amount
- OR the average price of the same product on Tiki, Lazada and Shopee.

Compensation limitation

Parcel value	Compensation Terms
Parcel value from 0 VND 1 million VND	Maximum 100% of declared value
Parcel with Insurance and the value is over 1 million VND	According to Insurance policy
Parcel without Insurance and the value is over 1 million VND	Maximum 4 times shipping charge.

FORCE MAJEURE

DHL eCommerce is not liable for any loss or damage arising out of circumstances beyond DHL eCommerce's control, including but not limited to electrical or magnetic damage to, or erasure of, electronic or photographic images, data or recordings, even if known to DHL eCommerce; any defect or characteristics related to the nature of the Shipment; any act of omission by a person not employed or contacted by DHL eCommerce, e.g. Sender, Recipients, third party, or government officials; "Force Majeure" –e.g. earthquake, cyclone, hurricane, storm, flood, fog, radiation contamination, pandemic, war, plane crash or embargo, riot or civil commotion, industrial action or disputes.

Attention:

If the government, police authorize an organization inspection or hold the parcel, DHL will not take any responsibility if customer cannot provide Certificate of Origin, VAT invoice.

DHL Ecommerce Solutions (Vietnam) JSC

Customer service: 1900 6550

Email: cs-ecom.vn-dom@dhl.com

For contact details of DHL eCommerce Solution please contact the customer service hotline: 1900 6550

DHL reserves the right to amend or modify any of the information at any time