



SERVICE & RATE GUIDE 2026

NEW ZEALAND

GET STARTED

Connecting Your World

Dear Customer

Sustainability

Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates



Ready to ship?
Get a quote from
mydhl.express.dhl



HOW CAN WE HELP YOU TODAY?



How we connect your world



A warm welcome to our customers



Sustainable logistics for you



Our services at a glance



Delivering for life sciences, healthcare and new energy



Discover our optional services, surcharges and customs services



How do you ship with DHL Express?



What digital tools are available?



What will your shipment cost?



How can you contact us?



CONNECTING YOUR WORLD



3 million
customers

220+
countries and territories served

500+
airports served worldwide

295+
aircraft

2,500
flights per day

 **74kt**
of Sustainable Aviation Fuel (SAF) utilized within our own fleet



127,000
Service Points



116,000
employees



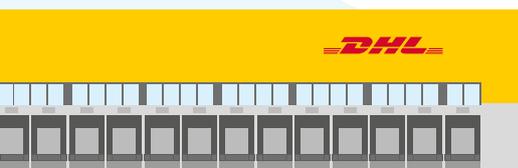
34,900
vehicles

276 million

international Time Definite shipments per year



3,800
facilities



 **475**
TAPA* certifications

By the year 2050, DHL Group aims to achieve net zero emissions logistics



DEAR CUSTOMER

Welcome to the 2026 edition of the DHL Express Service and Rate Guide. If you are reading this, it means you have a need to move something, from somewhere, to somewhere else and you want it done quickly, securely and reliably. You have come to the right place – we are here to help you!

The world is more interconnected and more complex than ever before. Across industries, businesses are navigating geopolitical volatility and a host of other challenges. At the same time, their customers demand more reliable services with greater transparency and predictability as trade continues to move goods across borders and into their hands. In this environment, logistics has become more than just moving products from point A to point B. It is a critical enabler of growth and trust for companies. We understand the pressures you face, and our mission is to be more than a service provider – we aim to be a partner that helps you thrive!

One of the most pressing challenges of our generation is climate change. Transportation and logistics play a role in global emissions, and we recognize our responsibility to act. That is why **Sustainability** has been a core element of our strategy. From investing in electric delivery vehicles and Sustainable Aviation Fuels, to seeking clean energy and energy-efficient systems in our facilities, we are committed to reducing our carbon footprint and enabling you to participate in it – please ask us about the [DHL Express GoGreen Services](#).

Of course, sustainability is only part of the story. We continue to focus on **Digitalization** across all areas of our service. Predictive analytics to anticipate disruptions, a constant vigil for cybersecurity, and critically, [tools to navigate](#) more complex Customs requirements – our innovations are designed to give you speed, reliability, and peace of mind.

People remain at the core of everything we do. Behind every shipment delivered is a team of 116,000 Certified International Specialist logistics professionals all around the world committed to serving you with dedication and the highest possible expertise. In New Zealand we are expanding our footprint with the new Christchurch Gateway. Scheduled to open in 2026, it will measure 8,500 square meters, replacing the previous service point and gateway facility at Christchurch Airport.

Looking ahead, we see opportunity! Global trade will continue, and your businesses can continue to grow through it. As your logistics partner, we are here to help you and all our 3 million customers unlock new markets and deliver to your customers with confidence – all while doing so in ways that protect the planet for future generations.

We are grateful for your trust and partnership. **Thank you** for allowing us to be part of your journey. How can we support your growth? Reach out to us on mydhl.express@dhl.com or by calling Customer Service on 0800 800 020 or you can reach me via our [Straight to the Top email service](#).

Warm regards,

Mark Foy
Managing Director
DHL Express New Zealand and
Pacific Islands



SUSTAINABILITY

Connecting Your World

- Sustainability
- Service Offering
- How to Ship with DHL Express
- Digitalization
- Zones and Rates



OUR SUSTAINABILITY JOURNEY

- 2000s** First environmental report
- 2010s** Target 2050: net-zero emissions logistics
- 2020s** Sustainability roadmap
- 2030**
 - Reduce our greenhouse gas emissions to under 29 million metric tons, in line with Science Based Targets initiative (SBTi) criteria
 - SAF blending of 30% for all air transport
 - Electrify 66% of last-mile delivery vehicles
- 2050** Net-zero emissions

Emissions

0%

CLEAN OPERATIONS FOR CLIMATE PROTECTION



Leader in sustainable aviation

DHL Express GoGreen Plus is a dedicated solution to help businesses reduce the carbon emissions on a book and claim basis from air transports through the use of Sustainable Aviation Fuel (SAF). This is currently supported by three of the industry's largest collaborations with BP, Neste and World Energy.



In contrast to 'offsetting' – where businesses 'neutralize' their emissions through environmental programs – GoGreen Plus is 'insetting'. Insetting's impact is greater because it directly reduces emissions within a company's value chain, resulting in significant reductions in scope 3 emissions. Here is how you can get on board:

- With the **GoGreen Plus Basic model**, a fixed CO2e reduction (insetting) will be achieved on all your air express shipments.
- In **MyDHL+**, you can opt for GoGreen Plus and choose which shipments to invest in with SAF.
- Alternatively, choose a **Customized Offer** for a bespoke insetting plan.

In addition to GoGreen Plus, other sustainability efforts include:



Green product portfolio

Our GoGreen Plus service allows customers shipping TDI to inset their CO2 air emissions by up to **90%**.



Green last-mile and line-haul

Electrify **66%** of last-mile delivery vehicles.



Carbon neutral buildings

Design **100%** of all new buildings to be carbon neutral.



GREAT COMPANY TO WORK FOR ALL

- Attract and retain the best talent
- 'Safety First' culture
- Diverse and inclusive workplace



HIGHLY TRUSTED COMPANY

- Compliance as an integral part of daily business
- Effective governance set-up across our organization
- Like-minded and compliant suppliers and partners



SERVICE OFFERING

 Connecting Your World

Sustainability

- Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates

**Export
Services**
**Import
Services**
**Domestic
Services**
**Supporting Key
Sectors**
**Optional
Services**
Surcharges
**Customs
Services**

Our core services are Time Definite International (TDI) and offer you secure door-to-door delivery of goods and documents to and from virtually every country and territory. Whether you need your shipments delivered at the start, middle or end of a business day, our services offer full track-and-trace visibility so you always know where your shipments are.

EXPORT SERVICES

DHL Express Worldwide

Our most popular product, DHL Express Worldwide, offers an end of business day delivery service around the world for pieces up to 70kg and shipments up to 3,000kg.

We deliver reliably and quickly to more global destinations across a single integrated network than any other express delivery company.

DHL Express 12:00

With DHL Express 12:00 you will receive your shipments before 12 noon on the next possible business day. DHL Express 12:00 offers a money-back guarantee* and allows for pieces up to 70kg and shipments up to 300kg.

DHL Express 10:30, DHL Express 19:00

Our premium time-definite services offer a delivery before 10:30 or 9:00 on lanes that guarantee either a next or second business day delivery. DHL early delivery services are offered to the majority of business centers. Both feature a money-back guarantee* and are suitable for pieces up to 25kg and shipments up to 250kg.

Our international services at a glance

	DHL Express Worldwide	DHL Express 12:00	DHL Express 10:30, DHL Express 9:00
Service description	Delivery by the end of the next possible business day	Delivery before 12 noon on the next possible business day	Delivery before 10:30 or 9:00 on the next possible business day
Money-back guarantee	No	Yes*	Yes*
Countries and territories covered	More than 220	More than 90	More than 30
Delivery attempts	2	2	2
Maximum piece weight (not on pallet)	70kg	70kg	25kg
Maximum pieces per shipment	–	10	10
Maximum piece dimensions (L x W x H)**	120 x 80 x 80cm	120 x 80 x 80cm	100 x 80 x 80cm
Maximum shipment weight	3,000kg	300kg	250kg
Maximum pallet weight	1,000kg	Pallets not accepted	Pallets not accepted
Maximum pallet dimensions (L x W x H)	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted

Status: as of October 2025.

*Additional terms and conditions apply – see mydhl.express.dhl for details.

**A shipment is deemed unacceptable if its packaging is absent or inadequate, or if transporting the shipment would present risks of damaging equipment, other packages or injuring personnel. DHL reserves the right to either not accept or return the shipment to the shipper. These network restrictions are subject to change with 30 days' notice.

SERVICE OFFERING

 Connecting Your World

Sustainability

- Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates

**Export
Services**
**Import
Services**
**Domestic
Services**
**Supporting Key
Sectors**
**Optional
Services**
Surcharges
**Customs
Services**

IMPORT SERVICES

With the DHL Express Worldwide Import product, you can import shipments from over 220 countries and territories in the world. This is more than any other express delivery company can offer. What's more, customers in, say, the USA can order an import from China not just to the USA, but to any other destinations as well – we call this a Third Country shipment.

There is no need for local brokers or forwarders to get involved in any part of the process. You are in full control, and able to manage all aspects of your imports in a very simple way.

If you need a faster delivery, our DHL Express 12:00 and DHL Express 9:00 services are available for import as well. You can order an import from another country to be delivered to your country or any other destination. You will have one account number, one invoice in a single currency and a fixed price that means you know exactly what you will pay.

DOMESTIC SERVICES

If you want to ship documents or goods within your own country, we can offer our Time Definite Domestic products with delivery time guarantees of 12:00 and 9:00 or the end of the next possible business day.



SERVICE OFFERING

Connecting Your World

Sustainability

● Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates

Export Services

Import Services

Domestic Services

Supporting Key Sectors

Optional Services

Surcharges

Customs Services

DELIVERING EXCELLENCE IN LIFE SCIENCES AND HEALTHCARE



Today's life sciences and healthcare (LSH) supply chains must adapt to deliver next-level healthcare from expanded cold chain capabilities catering for temperatures down to -196°C, to completely new supply chain archetypes and sustainable solutions.

We are the largest global life sciences and healthcare logistics network with more than 30 years of experience. We ensure timely and condition-specific healthcare deliveries worldwide, leveraging local expertise for precise, reliable and seamless service. We provide standardized solutions for efficiency at scale and customized end-to-end logistics to navigate complex supply chains, offering agile and flexible access to healthcare.

We see it as our responsibility to take on challenges that will transform life sciences and healthcare logistics.



CORE SUBSECTORS

Pharmaceuticals

Specialty pharma

Medical devices

Clinical trials

Consumer healthcare

Aid and relief

Animal health



POWERING THE NEW ENERGY TRANSITION

Innovations in energy are reshaping industries and supply chains today. DHL provides integrated energy logistics services designed around the needs of energy sector customers, giving them a competitive advantage and supporting their growth. We partner with our customers throughout their entire project and operations lifecycles and across their supply chains.

We provide our oil and gas customers with world-leading capabilities in developing integrated, end-to-end energy logistics solutions. With logistics solutions from upstream to downstream, we are specialists in oilfield services, and in safeguarding and compliance.

For our renewable energy customers in wind and solar, we apply end-to-end industry-leading best practices and sustainable solutions, supporting the increasingly decentralized and complex power generation sector.

Together, we are accelerating decarbonization and building resilience for a sustainable future.



SERVICE OFFERING

 Connecting Your World

Sustainability

● Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates

**Export
Services**
**Import
Services**
**Domestic
Services**
**Supporting Key
Sectors**
**Optional
Services**
Surcharges
**Customs
Services**

OPTIONAL SERVICES

[View charges](#)

DHL Express offers a wide range of optional services – from non-standard deliveries and billing options to emission-reduced shipping.

Saturday Delivery

We offer Saturday delivery services to key cities in more than 70 countries.

Dedicated Pickup

If your business needs a dedicated vehicle to collect unusual shipments, or a pickup outside normal business hours, we can arrange this for you.

Dedicated Delivery

On customer request, an immediate or non-routine, once-only delivery of a shipment within a normal working day or a holiday that involves a specific vehicle such as tail lift truck or more than one courier.

GoGreen Plus – Carbon Reduced

When selected, DHL will reduce (inset) CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF). SAF can reduce lifecycle carbon emissions by up to 80% compared to traditional jet fuel. GoGreen Plus – Carbon Reduced service supports Scope 3 emission reductions in alignment with the Science Based Target initiative. The process is audited annually by SGS (Société Générale de Surveillance) to ensure compliance with regulations and standards. Alternative reduction levels and CO2 emission reports are available on contractual basis only.

Shipment Insurance

We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely

event of physical damage or loss. The service is subject to specific limitations and exclusions as described in our [Terms and Conditions](#).

Extended Liability

If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend coverage and compensation beyond the DHL standard liability described in our [Terms and Conditions](#). In the event of full or partial loss to a document shipment, a fixed compensation will be paid regardless of the replacement cost of the document.

Printed Invoice

This service is for customers who require a paper invoice where e-billing is the agreed standard. This service provides flexibility for a different invoicing method than what is already agreed.



DUTY BILLING SERVICES

Duty Tax Paid

DHL can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever duties, taxes or other regulatory fees occur, and shipper has requested that those are to be billed outside of the destination country.

Duty Tax Processing:

Account Customers

DHL will accelerate the customs clearance initiating the payment process of duty and tax charges relating to a shipment. The receiver is invoiced for the duty and tax amount, allowing payment to be deferred until a mutually agreed date.

Duty Tax Processing:

Non-Account Customers

Applies when DHL processes import duties, taxes, or other regulatory charges on behalf of customers who do not hold a DHL account number.

SERVICE OFFERING

 Connecting Your World

Sustainability

 ● **Service Offering**

How to Ship with DHL Express

Digitalization

Zones and Rates

 Export
Services

 Import
Services

 Domestic
Services

 Supporting Key
Sectors

 Optional
Services

Surcharges

 Customs
Services

➔ OPTIONAL SERVICES

[View charges](#)

Change of Billing

This applies when a customer requests a change of defined billing information on an already issued invoice, which will result in a reissuing of the invoice and, in case of an account change, crediting of the old account and debiting of the new.

Verbal Notification

Customer Service will contact you by phone and provide verbal updates on agreed key transport events or incidents with a potential impact on transit time.

Packaging Supplies

Charges apply for all DHL standard packaging items including polybags provided in bulks or stacks.



Neutral Delivery

This service allows for the delivery of any shipment, without its value being shared or exposed to the receiver. DHL will ensure any paperwork exposing the value of the goods is removed from the shipment prior to delivery.

Hold for Collection

On shipper request, a shipment is held at the default DHL delivery facility at destination for consignee collection, rather than attempt a delivery at the receiver's address. The service is booked through Customer Service or supporting shipping tools. The destination will notify the receiver when and at which facility the shipment is ready to collect. A consignee cell phone number is mandatory.

Verified Delivery

On shipper request, DHL will verify the delivery of a shipment to the authorized receiver, through a unique authentication, in form of a QR code. Contractual agreement required.

Residential Address

Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option via [On Demand Delivery](#).

Direct Signature

If you are sending sensitive documents or high value contents you can request DHL to obtain a direct signature from the consignee or a representative at the delivery address. DHL will ensure your shipment is not re-directed, or delivered at an alternative address.

Adult Signature

Delivery of a shipment to an adult. DHL will obtain a delivery signature from an adult at the stipulated delivery address.

No Signature Required

On request, DHL is authorized to leave the shipment in a designated place without proof of delivery signature.

SERVICE OFFERING

 Connecting Your World

Sustainability

● Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates

Export
ServicesImport
ServicesDomestic
ServicesSupporting Key
SectorsOptional
Services

Surcharges

Customs
Services

SURCHARGES

[View charges](#)

In order to maintain a consistently high level of service, in specific circumstances DHL Express levies a surcharge for exceptional activities, ensuring that these surcharges are fair for all of our customers.

Non-Stackable Pallet

This fixed surcharge is applied to every pallet within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging. This surcharge does not apply to pallets below 25kg.

Overweight Piece

A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70kg.

Oversize Piece

This fixed surcharge applies to every piece, including a pallet, if its longest side exceeds 100cm or its second-longest side exceeds 80cm. Does not apply to pieces already subject to Overweight Piece surcharge.

Non-Conveyable Piece

This surcharge applies to any shipment piece that meets one or more of the following criteria:

- Has an actual weight between 25kg and 70kg
- Is not fully enclosed in an outer shipping container
- Is packaged in materials other than corrugated cardboard, such as metal, wood, leather, hard or soft plastic, or expanded polystyrene foam
- Is wrapped in shrink wrap or stretch wrap
- Has a round or cylindrical shape, such as buckets, cans, drums, tires, or barrels
- Includes wheels, handles, or straps
- Has the potential to become entangled with or cause damage to other packages or the handling systems

Does not apply to pieces already subject to the Overweight or Oversize Piece Surcharge.

Remote Area

This surcharge applies when a shipment is collected from or delivered to a location that is distant or difficult to serve.

Fuel Surcharge

The jet fuel surcharge will be based on the daily average spot prices for U.S. Gulf Coast (USGC) kerosene-type jet fuel, as reported by the U.S. Department of Energy between third week release of prior month to third week release of actual month.

The diesel fuel surcharge will be based on the daily average spot prices for U.S. Gulf Coast (USGC) Ultra-Low-Sulfur No. 2 Diesel Fuel, as reported by the U.S. Department of Energy between third week release of prior month to third week release of actual month.

For example, the daily average price for fuel from 18th April to 15th May is used to determine the applicable surcharge in June.

The fuel surcharge applies to the transportation charges and to the services and surcharges (where applicable), as set out here: mydhl.express.dhl.

DHL reserves the right to change the fuel surcharge index and table with or without notice. Both the amount and duration of the surcharge will be determined at DHL's sole discretion.

Demand Surcharge

One or more Demand Surcharges will apply to shipments during a period of high demand. A period of high demand is to be determined by DHL at its own discretion but may include a time of high demand for shipping services or a period with high operational cost. Details regarding the application of Demand Surcharges are set forth at mydhl.express.dhl and will be subject to change upon prior notice. Demand Surcharges apply cumulatively if a shipment and/or individual pieces meet more than one of the specified criteria. Demand Surcharges apply in addition to the rates and any other applicable charges.

Emergency Situation

A temporary surcharge, which allows us to cover operating cost increases due to an emergency situation out of DHL's control. Change in market dynamics and air capacity availability is reflected through regular price adjustments. The charge will be applied pro rata based on the chargeable weight (invoiced weight) of a shipment.

Excepted Quantities

This fixed surcharge is applied when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations. Contractual agreement required.

Dry Ice UN1845

A surcharge is applied when the transportation of shipments involves handling Dry Ice UN1845 as a freezing agent for non-dangerous goods such as diagnostic specimens. Contractual agreement required.

SERVICE OFFERING

 Connecting Your World

Sustainability

 ● **Service Offering**

How to Ship with DHL Express

Digitalization

Zones and Rates

 Export
Services

 Import
Services

 Domestic
Services

 Supporting Key
Sectors

 Optional
Services

Surcharges

 Customs
Services

→ SURCHARGES

[View charges](#)


Biological Substance UN3373

Shipments containing Biological Substances Category B (UN3373) or genetically modified organisms as per UN3245 are only accepted in combination with DHL Medical Express. Contractual agreement required.

Lithium Batteries Section II

Shipping Lithium Batteries *with* equipment

A service charge will be assessed on Lithium-Ion and Lithium-Metal batteries **with** equipment. Packaging must be compliant with the appropriate IATA Packing Instruction (PI): 966 for Lithium-Ion and 969 for Lithium-Metal, Section II respectively. Accepted from approved shippers only.

Shipping Lithium Batteries *in* equipment

Shipments containing Lithium-Ion or Lithium-Metal batteries **in** equipment are accepted only in compliance with the appropriate IATA Packing Instruction (PI): 967 for Lithium-Ion and 970 for Lithium-Metal, Section II respectively.

DHL **will not accept** any shipment that is known or suspected to contain defective or damaged batteries.

Full Dangerous Goods

A surcharge is applied per shipment when the transportation of shipments involves handling substances and commodities classified as fully regulated in accordance with the IATA Dangerous Goods Regulations. Contractual agreement required.

Consumer Goods ID8000

A surcharge is applied for shipments containing consumer goods such as perfumes, aftershaves, aerosols, nail varnish and prescription medicines as covered by the IATA ID8000 section and packed in a form intended for retail sale and shipped to private individuals (B2C). Contractual agreement required.

Address Correction

A fixed surcharge is applied per shipment when the destination address provided by the Shipper is incomplete, outdated or incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.

Data Entry

A surcharge applies if the shipping label is not correctly completed or has not been produced electronically according to DHL standards and therefore requires manual data entry by DHL.

Security Charges

Additional surcharges may apply when shipping to or importing from a destination country where DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism (**Elevated Risk**), or when shipping to or importing from a destination country that is subject to trade restrictions imposed by the UN Security Council or by national legislation such as the European Union or the US Office of Foreign Assets Control (OFAC) (**Restricted Destination**).

SERVICE OFFERING

 Connecting Your World

Sustainability

● Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates

 Export
Services

 Import
Services

 Domestic
Services

 Supporting Key
Sectors

 Optional
Services

Surcharges

 Customs
Services

CUSTOMS SERVICES

[View charges](#)

Navigating the customs landscape is made easier by DHL's extensive knowledge and experience of both standard and non-routine customs-clearance processes. Get answers to many of your questions with our new online tool, [My Global Trade Services \(MyGTS\)](#), which will help you expand across borders – and concentrate on your core business.

Non-Routine Entry

Applies when shipments are subject to non-routine clearance procedures, due to their value, weight and/or commodity as defined by destination Customs Authorities. May also apply in selected countries where DHL is legally obliged to outsource formal clearance entries to a licensed third party broker.

Clearance Processing

Applies where additional cost is incurred for importing shipments in alignment with government agency requirements.

Permits and Licenses

To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser devices, cosmetics, eyeglasses, food and food products, DHL is required to file specific information in order to obtain the required import permits or licenses.

Customs Physical Intervention

The arrangement of a non-routine physical Customs inspection of a shipment involving either a full or partial unload. To include the marking or mutilation of samples.

Bonded Storage

Storage charges apply when the shipment cannot be released by customs. Charges take effect three working days after the freight arrival date. The charge applies to the duty and taxes payer.

Multiline Entry

Charges apply when more than five tariff lines are recorded on the customs clearance, regardless if the commodities or tariff are the same.

Post Clearance Modification

If requested by customs authorities or the importer/exporter, DHL may add or modify data declared to customs authorities for clearance purposes. This includes data such as declared values and classification of the goods and importer details, based on documentary evidence gathered from or confirmed by the importer or exporter.

Release to Broker

On importer request, DHL will transfer the shipment and related customs documentation to the customer's nominated broker for clearance and last mile delivery.

Broker Notification

On importer request, DHL will provide the necessary paperwork to the customer's designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed. DHL is subsequently not responsible for the timeliness of the submission to customs or for the release of the shipment.

Other Government Agency

At request, DHL will arrange the completion of Veterinary, Health or Phytosanitary controls at the First Point of Entry in a country or a Customs Union, typically required when importing animal products, plants, seeds, or pharmaceutical products.



SERVICE OFFERING

 Connecting Your World

Sustainability

 ● **Service Offering**

How to Ship with DHL Express

Digitalization

Zones and Rates

 Export
Services

 Import
Services

 Domestic
Services

 Supporting Key
Sectors

 Optional
Services

Surcharges

 Customs
Services

➔ CUSTOMS SERVICES

[View charges](#)

Clearance Authorization

Applies when the designated importer has specifically requested to be contacted by DHL before customs clearance is initiated. Contractual agreement required.

Bonded Transit

Bonded Transit applies to both export and import shipments whenever DHL is required to open, manage or report any form of transfer under bond.

Temporary Import Export

On customer request, DHL facilitates the temporary export and subsequent re-import of goods from the origin country, or the temporary import and later re-export of goods at the destination. These services are typically provided for purposes such as repairs, testing, exhibitions, or similar activities, and are carried out in compliance with customs regulations through the submission of all required documentation and adherence to the relevant clearance procedures.

Preferential Origin

On shipper request, the preparation or provision of a Certificate of Origin/Proof of Preference or other similar forms by DHL to certify the goods in a particular export shipment have been produced, manufactured or processed in a particular country allowing preferential rates of duty to be claimed at destination and/or compliance with trade barriers. Common examples are EUR1 and ATR.

Export Declaration

Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Where automated export systems are available to the public, shippers may avoid the charge by submitting the export declaration online. In case of IMP billed shipments DHL will submit the export declaration in order to accelerate the export at origin and pass the charge to the payer's account.



For a full list of customs charges, please visit mydhl.express.dhl.

HOW TO SHIP WITH DHL EXPRESS

Connecting Your World

Sustainability

Service Offering

● **How to Ship with DHL Express**

Digitalization

Zones and Rates

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

PREPARING YOUR SHIPMENT: AS EASY AS 1-2-3

1 Shipment weight

- Please weigh and measure your shipment.
- If you are sending a large but lightweight shipment, where its volumetric (dimensional) weight exceeds its actual weight, the cost of the shipment is calculated on the space your consignment takes up on the aircraft. This is a standard IATA method. To calculate the volumetric weight of your shipment, simply multiply the length by height by width in centimeters, then divide the total sum by 5,000 for each piece in the shipment.
- Any piece in the shipment may be re-weighed and/or re-measured by DHL to confirm this calculation.

2 Documentation required: waybill

- All shipments sent with DHL Express need to have a fully completed DHL waybill or label securely attached to each piece. This will enable the successful movement of your shipment through the DHL network. Each waybill or label is individually numbered to allow you to track your shipment from collection through to delivery.
- Your shipment may also need to be accompanied by customs documentation, such as a commercial or proforma invoice, as well as additional paperwork depending on the contents and value of the shipment and the country you are sending to.

3 Documentation required: invoice

- A commercial or proforma invoice is required when sending non-document shipments to countries and territories outside your origin country or customs union. This is essentially a declaration containing all the details of a transaction and is used by customs authorities to assess if duties or taxes are payable.
- A commercial invoice is used when goods are part of a commercial transaction or intended for resale.
- A proforma invoice is used when sending goods of no commercial value (for example, when sending samples).



HOW TO SHIP WITH DHL EXPRESS

- Connecting Your World
- Sustainability
- Service Offering
- How to Ship with DHL Express
- Digitalization
- Zones and Rates

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

PREPARING YOUR SHIPMENT INVOICE

Below is an **example** of an invoice template with **key data elements** required for a successful customs clearance, which you may leverage if you provide your own Commercial/Proforma Invoice (using your own letterhead).

Additional information may be required depending on regulatory requirements, so please research the key export requirements of the origin country, import requirements of the destination country, and/or request regulatory advisory from Tax/Legal advisors.

In addition to providing the **invoice electronic soft copy** (e.g. PDF file), you must also provide the **complete and accurate electronic invoice data** to DHL. This avoids manual data entry (from the PDF file to Customs Systems), resulting in an efficient and high-quality Customs Clearance process for your shipments.

COMMERCIAL INVOICE								
SENDER				GENERAL INFORMATION				
Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				Date: Waybill Number: Invoice Number: Shipment Reference Number: Receiver Reference Number:				
RECEIVER				BILLED TO/IMPORTER OF RECORD (IOR) (if different from Receiver)				
Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				
OTHER REMARKS								
Please add any additional critical information or specific country clearance requirements that might be relevant e.g. bank details, special formalities etc.								
Line Number	Full Description of Goods	Commodity Code <small>(Full Import HS Code Preferred)</small>	Country of Origin	Qty	Unit Value & Currency	Sub-Total Value & Currency	Net Weight	Gross Weight
1								
2								
3								
						Total Goods Value & Currency	Total Net Weight	Total Gross Weight
Number of Invoice Line Items: Total Units: Number of Pieces:		Reason for Export: Type of Export: INCOTERM: INCOTERM Place:		Carrier: Ultimate Consignee:		Insurance Cost: Freight Cost: Other Costs: VALUE (for Customs Purposes): Import Customs Duties – pre calculated Import Taxes (VAT/GST) – pre calculated TOTAL (with Import Customs Duties/Taxes):		
Export License Number: Import License Number:		Terms of Payment: Payer of GST/VAT: Duty/Tax Billing Svc:						
I/we certify the information on this invoice is true and correct and that the contents of this shipment are as stated above.								
Name: _____			Title: _____			Email: _____		
Date: _____			Signature: _____					

HOW TO SHIP WITH DHL EXPRESS

 Connecting Your World

Sustainability

Service Offering

 ● **How to Ship with DHL Express**

Digitalization

Zones and Rates

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

PACKAGING YOUR SHIPMENT

To ensure that your shipments travel safely and securely through the DHL Express global network, it is important that they are packaged and labeled correctly.

Packaging guidelines

- If you are re-using envelopes or boxes, please ensure that old labels and markings are removed
- Securely fix a waybill to each piece in your shipment. The waybill can be thought of as the shipment's airline ticket and it will delay delivery if it becomes separated from your shipment
- The barcodes on the waybill are scanned at numerous points during your shipment's journey. Please ensure the barcode is flat and not covered by tape, shrink wrap or strapping
- Place a waybill on the top or side of each piece in your shipment and please ensure it does not overlap the corners or edges of boxes

- Use adequate protective wrapping for fragile or delicate items and ensure they are packed as far away as possible from the corners of boxes
- To prevent injury to our employees, please pay special attention to the packaging of sharp items. There should not be any possibility of the contents piercing the packaging
- Any individual pieces over 70kg should be placed on a pallet. If you are sending a multi-piece shipment, it is not necessary to place the individual pieces on a pallet unless they exceed 70kg. For example, a shipment comprising four 25kg pieces does not have to be placed on a pallet

DHL packaging

We offer a range of high-quality DHL-branded packaging items, suitable for shipping items of all shapes and sizes.

The items available include:

- Polybags
- Cardboard document envelopes
- Boxes in a range of sizes
- Bottle boxes

For more information please refer to the Packing Guide available on mydhl.express.dhl.

Prohibited and Restricted Commodities

Before you ship with DHL Express, visit mydhl.express.dhl to check whether any of your items are prohibited or restricted.

PAYING FOR YOUR SHIPMENT

You can pay for DHL Express services either directly or by bank transfer. You can open an account with DHL Express to pay via bank transfer; and all account customers receive invoices on a pre-agreed basis. For more details, please get in touch with a Customer Service Advisor at your local DHL Express office or go to mydhl.express.dhl.



DIGITALIZATION

- Connecting Your World
- Sustainability
- Service Offering
- How to Ship with DHL Express
- Digitalization
- Zones and Rates

Digitalization is one of the most important trends impacting logistics, and it is one of the key pillars of DHL Group's strategy. Through digitalization we bring benefits for our customers, our operations and our own people.

We invest continually in market-leading technologies to help our customers to manage and monitor shipments, create shipping labels, get quotes, schedule courier pickups, connect with us and more. Digitalizing our operations provides more transparency, allowing us to better anticipate and meet our customers' needs.

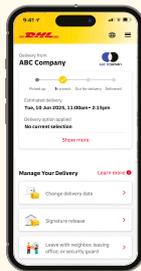
MYDHL+



MyDHL+ re-imagines the way the shipping business does business, by combining the tools and services our customers use most. With its mobile friendly and intuitive interface, customers can now import, export, schedule a pickup, track shipments and pay bills more quickly than ever – all in one visit, with one password and zero headaches. MyDHL+ makes it incredibly easy to navigate the complexities of international shipping.

ON DEMAND DELIVERY

DHL's On Demand Delivery tool keeps receivers informed of shipment progress, allowing them to reschedule, reroute, release or conveniently collect from a DHL Service Point. It is an innovative, easy-to-use, mobile-friendly service, especially for residential deliveries.



Designed to enhance the online shopper's experience, the service is available globally, meaning consistent service standards and a harmonized user experience.



Change delivery date



Leave in safe place



Deliver to alternative address



Collect from Service Point or locker



Vacation hold



Leave with neighbor, concierge or guard

MY GLOBAL TRADE SERVICES



My Global Trade Services (MyGTS) is your digital advisor on cross-border customs information. It is an online self-service portal that helps users pre-plan shipments. If you are wondering what the harmonized system (HS) codes are for your goods, what the estimated total cost of your shipment will be, what can help get your goods cleared or what documentation may be required, find the answers and more on MyGTS.

The benefits? Pre-plan your shipment journeys to minimize delays and unexpected customs or tax costs by better understanding customs requirements and potential prohibitions and restrictions.



DHL EXPRESS COMMERCE

Take your website international with DHL Express Commerce. Offer your customers all the benefits of DHL Express at your checkout in real-time. Import, manage and ship their orders quickly and efficiently with no complicated development. Add the power of DHL Express to your e-commerce business quickly and easily, giving you the competitive edge. DHL Express Commerce integrates with the biggest e-commerce platforms, including: Magento, Shopify, WooCommerce, Amazon and eBay.

DIGITALIZATION

Connecting Your World
Sustainability
Service Offering
How to Ship with DHL Express
● Digitalization
Zones and Rates

DHL EXPRESS MOBILE APP

The DHL Express Mobile app lets you track your shipments and manage your deliveries all in one place. You can locate the nearest DHL Service Point for parcel drop off or collection, and quickly check shipping rates too – right on your smartphone. Advanced GPS location services and camera barcode scanning are also available. Download DHL Express Mobile today, on Android or iOS.



DHL SHIPNOW

It's never been easier to create shipments and send them to over 220 countries and territories worldwide without a DHL Express account. With DHL ShipNow, you have full control over your shipments. You can get price quotes, create shipping labels, book pickups and track the status of your shipments – all with just a few clicks. DHL ShipNow's user-friendly interface makes the shipping process quick, easy and stress-free.

Whether you want to send a last-minute gift or important documents, DHL ShipNow enables you to send your packages worldwide. You save extra time as you don't need to download a separate app. Start shipping today!



DIGITAL ASSISTANT

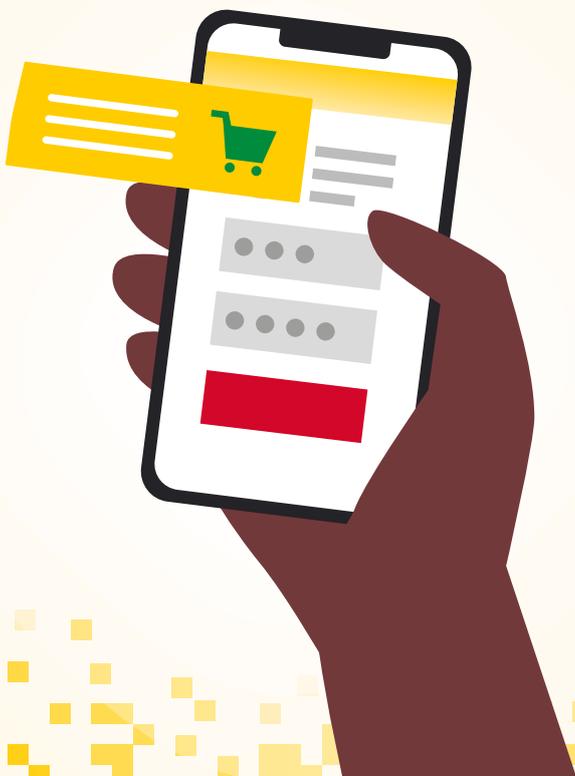
Our Digital Assistant is a live chat helpdesk that offers a 24/7 service across multiple online channels and platforms, and in 41 languages and variants. It tracks your shipments, answers queries and directs you to FAQs.

Chat with us
now!

DIGITAL TRUST

Logistics requires transferring data and content around the world and we embrace a responsibility to do this securely. Our standards led by our Binding Corporate Rules and by our Data Privacy Policy apply throughout the DHL Group and are approved by the Supervisory Authorities. We maintain a comprehensive Information Security and Data Protection approach based on ISO/IEC 27001:2013 and GDPR, to ensure a high standard when managing customer information assets and personal data. We aim to provide a rapid response to any security incident via our 24x7 Cyber Defence Centre (CDC) with global coverage and our global DPO community.

DHL Group acts as controller in respect of any personal data it receives from customers and holds to effectively provide transportation services and in regard to the delivery of any shipments or documents that it processes to perform its contractual obligations. DHL Group will act as a data controller when an individual is executing their rights under privacy legislations.



ZONES AND RATES

Connecting Your World
Sustainability
Service Offering
How to Ship with DHL Express
Digitalization

● **Zones and Rates**

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

CALCULATE THE PRICE OF YOUR SHIPMENT



Determine which zone your destination is in and whether yours is a document or non-document shipment.



Is your shipment international or domestic and how quickly do you want it to arrive?



Based on weight, zone and speed, confirm your base price for exports and imports.



Add any optional services and check if any surcharges apply.

Base price + Optional services + Surcharges = **Total price**



OPTIONAL SERVICES

[View explanation](#)

Optional services	Charging method	Charge
Saturday Delivery	Per shipment	\$72
Dedicated Pickup	Per shipment	\$1 per kg with minimum of \$58
Dedicated Delivery	Per shipment	\$1 per kg with minimum of \$75
GoGreen Plus - Carbon Reduced	Per shipment	Minimum \$0.50 per kg
Shipment Insurance	By shipment value	\$25 or 2.5% of insured shipment value if higher
Extended Liability	Per shipment	\$9
Printed Invoice	Per invoice	\$6.80
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of \$40
Duty Tax Processing: Account Customers	% of fiscal charges	3% of fiscal charges with minimum of \$26.45 (tax inclusive)
Duty Tax Processing: Non-Account Customers	% of fiscal charges	3% of fiscal charges with minimum of \$26.45 (tax inclusive)
Change of Billing	Per shipment	\$21.50
Verbal Notification	Per shipment	\$9
Packaging Supplies		
DHL Express Polybag	Per stack	\$33 per stack (100 polybags)
Bulk Packaging	Per stack	Variable
Neutral Delivery	Per shipment	\$9
Hold for Collection	No charge	No charge
Verified Delivery	Per shipment	\$10
Residential Address	Per shipment	\$9
Direct Signature	Per shipment	\$9
Adult Signature	Per shipment	\$8.40
No Signature Required	No charge	No charge

For a full list of optional services, please visit mydhl.express.dhl.

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

SURCHARGES

[View explanation](#)

Surcharges	Charging method	Charge
Additional Handling		
Non-Stackable Pallet	Per pallet	\$550
Overweight Piece	Per piece	\$180
Oversize Piece	Per piece	\$37
Non-Conveyable Piece	Per piece	\$37
Remote Area Delivery	Per shipment	\$0.90 per kg with minimum of \$42
Remote Area Pickup	Per shipment	\$0.90 per kg with minimum of \$42
Fuel Surcharge	Per shipment	Percentage of transportation and additional charges, as per index; details here
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
Dangerous Goods		
Excepted Quantities	Per shipment	\$18
Dry Ice UN1845	Per shipment	\$21.50
Biological Substance UN3373	No charge	No charge
Lithium Batteries with equipment		
Lithium Ion PI966, Section II	Per shipment	\$9
Lithium Metal PI969, Section II	Per shipment	\$9
Lithium Batteries in equipment	No charge	No charge
Full Dangerous Goods	Per shipment	\$249
Consumer Goods ID8000	Per shipment	\$45
Address Correction	Per shipment	\$20
Data Entry	Per shipment	\$18
Security Charges		
Elevated Risk	Per shipment	\$54
Restricted Destination	Per shipment	\$55

ZONES AND RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	\$81
Clearance Processing	Per shipment	\$19.50
Permits and Licenses	Per shipment	\$85 plus cost of certificate
Customs Physical Intervention	Per shipment	\$36
Bonded Storage	Per shipment, per day after three working days	\$25.30 per shipment and \$0.52 per kg (both per day after three working days) (tax inclusive)
Multiline Entry	Rate per line, after five tariff lines	\$10.93 (tax inclusive)
Post Clearance Modification	Per shipment	\$172.50 (tax inclusive)
Release to Broker	Per shipment	\$97.75 (tax inclusive)
Broker Notification	Per shipment	\$25.30 (tax inclusive)
Other Government Agency	Per shipment	\$85 plus cost of certificate
Clearance Authorization	Per shipment	\$21.85 (tax inclusive)
Bonded Transit	Per shipment	\$85
Temporary Import Export	Per shipment	\$97.75 (tax inclusive)
Preferential Origin	Per shipment	\$18.50
Export Declaration	Per shipment	\$18.50



ZONES AND RATES

- Connecting Your World
- Sustainability
- Service Offering
- How to Ship with DHL Express
- Digitalization
- Zones and Rates

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 10:30	DHL Express 9:00
Albania	5	✓			
Algeria	6	✓			
American Samoa	6	✓			
Andorra	5	✓			
Angola	6	✓	✓		
Anguilla	6	✓			
Antigua	6	✓			
Argentina	6	✓	✓		
Armenia	6	✓			
Aruba	6	✓			
Australia	1	✓	✓	✓	✓
Austria	5	✓	✓	✓	✓
Azerbaijan	6	✓			
Bahamas	6	✓			
Bahrain	6	✓	✓	✓	
Bangladesh	3	✓			
Barbados	6	✓			
Belarus	6	✓			
Belgium	5	✓	✓	✓	✓
Belize	6	✓			
Benin	6	✓			
Bermuda	6	✓			
Bhutan	3	✓			
Bolivia	6	✓			
Bonaire	6	✓			
Bosnia and Herzegovina	5	✓			
Botswana	6	✓	✓		
Brazil	6	✓	✓		
Brunei	2	✓			
Bulgaria	5	✓	✓	✓	
Burkina Faso	6	✓	✓		
Burundi	6	✓			
Cambodia	2	✓	✓		
Cameroon	6	✓	✓		
Canada	4	✓	✓		
Canary Islands, The	5	✓			
Cape Verde	6	✓			
Cayman Islands	6	✓			
Central African Republic	6	✓			
Chad	6	✓			
Chile	6	✓	✓		
China, People's Republic	2	✓	✓	✓	
Colombia	6	✓	✓		
Comoros	6	✓			
Congo	6	✓			
Congo, Democratic Rep. of	6	✓	✓		
Cook Islands	3	✓			
Costa Rica	6	✓	✓		
Cote d'Ivoire	6	✓	✓		
Croatia	5	✓			
Cuba	6	✓			
Curacao	6	✓			
Cyprus	5	✓	✓		
Czech Republic, The	5	✓	✓	✓	✓
Denmark	5	✓	✓	✓	✓
Djibouti	6	✓			
Dominica	6	✓			
Dominican Republic	6	✓			
Ecuador	6	✓			

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 10:30	DHL Express 9:00
Egypt	6	✓	✓	✓	✓
El Salvador	6	✓	✓		
Eritrea	6	✓			
Estonia	5	✓	✓		
Eswatini	6	✓			
Ethiopia	6	✓			
Falkland Islands	6	✓			
Faroe Islands	6	✓			
Fiji	2	✓			
Finland	5	✓	✓		
France	5	✓	✓	✓	
French Guyana	6	✓			
Gabon	6	✓	✓		
Gambia	6	✓			
Georgia	6	✓			
Germany	5	✓	✓	✓	✓
Ghana	6	✓	✓		
Gibraltar	5	✓			
Greece	5	✓	✓		
Greenland	6	✓			
Grenada	6	✓			
Guadeloupe	6	✓			
Guam	6	✓			
Guatemala	6	✓	✓		
Guernsey	5	✓	✓		✓
Guinea Republic	6	✓	✓		
Guinea-Bissau	6	✓			
Guinea-Equatorial	6	✓			
Guyana (British)	6	✓			
Haiti	6	✓			
Honduras	6	✓	✓		
Hong Kong SAR China	2	✓	✓		✓
Hungary	5	✓	✓	✓	
Iceland	6	✓	✓		
India	3	✓	✓		
Indonesia	2	✓			
Iran, Islamic Rep. of	6	✓			
Iraq	6	✓			
Ireland, Rep. of	5	✓	✓	✓	✓
Israel	6	✓	✓		
Italy	5	✓	✓	✓	✓
Jamaica	6	✓			
Japan	3	✓	✓		
Jersey	5	✓			
Jordan	6	✓	✓		✓
Kazakhstan	6	✓	✓	✓	✓
Kenya	6	✓	✓		
Kiribati	3	✓			
Korea, D.P.R. of (North)	6	✓			
Korea, Rep. of (South)	3	✓	✓		
Kosovo	5	✓			
Kuwait	6	✓	✓	✓	✓
Kyrgyzstan	6	✓			
Lao P.D.R.	2	✓			
Latvia	5	✓	✓		
Lebanon	6	✓	✓	✓	✓
Lesotho	6	✓	✓		
Liberia	6	✓			
Libya	6	✓			

For transit times and the availability of DHL Express 12:00, DHL Express 10:30 and DHL Express 9:00 for your origin and destination address, please refer to the DHL Capability Tool at dct.dhl.com. Pieces with a single base length up to 300cm are accepted. Additional surcharges may apply.

Continues overleaf

ZONES AND RATES

- Connecting Your World
- Sustainability
- Service Offering
- How to Ship with DHL Express
- Digitalization
- **Zones and Rates**

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 10:30	DHL Express 9:00
Liechtenstein	5	✓			
Lithuania	5	✓	✓	✓	
Luxembourg	5	✓	✓	✓	✓
Macau SAR China	2	✓	✓		
Madagascar	6	✓	✓		
Malawi	6	✓			
Malaysia	2	✓	✓		✓
Maldives	6	✓			
Mali	6	✓			
Malta	5	✓			
Marshall Islands	6	✓			
Martinique	6	✓			
Mauritania	6	✓			
Mauritius	6	✓	✓		
Mayotte	6	✓			
Mexico	4	✓	✓		
Micronesia, Fed. States of	6	✓			
Moldova, Rep. of	5	✓			
Monaco	5	✓			
Mongolia	6	✓			
Montenegro, Rep. of	5	✓	✓		
Montserrat	6	✓			
Morocco	6	✓	✓		
Mozambique	6	✓	✓		
Myanmar	2	✓			
Namibia	6	✓	✓		
Nauru, Rep. of	3	✓			
Nepal	3	✓			
Netherlands, The	5	✓	✓	✓	✓
Nevis	6	✓			
New Caledonia	3	✓			
New Zealand	n/a	✓	✓		✓
Nicaragua	6	✓	✓		
Niger	6	✓			
Nigeria	6	✓	✓		
Niue	3	✓			
North Macedonia	5	✓			
Northern Mariana Islands	6	✓			
Norway	5	✓	✓		
Oman	6	✓	✓	✓	
Pakistan	6	✓	✓		
Palau	6	✓			
Panama	6	✓	✓		
Papua New Guinea	3	✓			
Paraguay	6	✓	✓		
Peru	6	✓	✓		
Philippines, The	2	✓	✓		✓
Poland	5	✓	✓	✓	✓
Portugal	5	✓	✓	✓	
Puerto Rico	6	✓			
Qatar	6	✓	✓		✓
Reunion, Island of	6	✓			
Romania	5	✓	✓		
Russian Federation, The	6	✓			
Rwanda	6	✓			
Samoa	3	✓			
San Marino	5	✓			
Sao Tome & Principe	6	✓			

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 10:30	DHL Express 9:00
Saudi Arabia	6	✓	✓		✓
Senegal	6	✓			
Serbia, Rep. of	5	✓			
Seychelles	6	✓			
Sierra Leone	6	✓			
Singapore	2	✓	✓	✓	✓
Slovakia	5	✓	✓	✓	✓
Slovenia	5	✓	✓	✓	
Solomon Islands	3	✓			
Somalia Hargeisa	6	✓			
Somalia Mogadishu	6	✓			
South Africa	6	✓	✓		✓
South Sudan	6	✓			
Spain	5	✓	✓	✓	✓
Sri Lanka	3	✓			
St. Barthelemy	6	✓			
St. Eustatius	6	✓			
St. Helena	6	✓			
St. Kitts	6	✓			
St. Lucia	6	✓			
St. Maarten	6	✓			
St. Vincent	6	✓			
Sudan	6	✓			
Suriname	6	✓			
Sweden	5	✓	✓	✓	✓
Switzerland	5	✓	✓	✓	✓
Syria	6	✓			
Tahiti	3	✓			
Taiwan, China	3	✓	✓		✓
Tajikistan	6	✓			
Tanzania	6	✓			
Thailand	2	✓	✓		✓
Timor-Leste	6	✓			
Togo	6	✓			
Tonga	3	✓			
Trinidad and Tobago	6	✓			
Tunisia	6	✓			
Türkiye	5	✓	✓		
Turkmenistan	6	✓			
Turks and Caicos Islands	6	✓			
Tuvalu	3	✓			
Uganda	6	✓	✓		
Ukraine	6	✓			
United Arab Emirates	6	✓	✓	✓	
United Kingdom	5	✓	✓	✓	✓
United States of America	4	✓	✓	✓	
Uruguay	6	✓			
Uzbekistan	6	✓			
Vanuatu	3	✓			
Vatican City	5	✓			
Venezuela	6	✓			
Vietnam	2	✓	✓		
Virgin Islands (British)	6	✓			
Virgin Islands (US)	6	✓			
Yemen, Rep. of	6	✓			
Zambia	6	✓	✓		
Zimbabwe	6	✓			

For transit times and the availability of DHL Express 12:00, DHL Express 10:30 and DHL Express 9:00 for your origin and destination address, please refer to the DHL Capability Tool at dct.dhl.com. Pieces with a single base length up to 300cm are accepted. Additional surcharges may apply.

ZONES AND RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

Export rates by zone and product

DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Documents only up to 2kg						
0.5	49.96	82.15	92.71	97.73	109.43	149.92
1	63.65	112.41	122.77	128.65	148.69	200.33
1.5	80.37	147.76	165.16	171.63	196.92	260.85
2	97.09	183.11	207.55	214.61	245.15	321.37
Documents from 2.5kg and non-documents from 0.5kg						
0.5	66.62	109.53	123.61	130.31	145.91	199.89
1	80.57	142.29	155.39	162.85	188.22	253.59
1.5	94.54	173.83	194.30	201.92	233.34	306.89
2	108.51	205.37	233.21	240.99	278.46	360.19
2.5	122.57	237.72	263.84	277.56	318.95	415.25
3	135.60	263.14	286.46	301.86	347.42	463.70
3.5	148.63	288.56	309.08	326.16	375.89	512.15
4	161.66	313.98	331.70	350.46	404.36	560.60
4.5	174.69	339.40	354.32	374.76	432.83	609.05
5	187.72	364.82	376.94	399.06	461.30	657.50
5.5	194.47	371.98	388.16	410.11	474.05	673.61
6	201.22	379.14	399.38	421.16	486.80	689.72
6.5	207.97	386.30	410.60	432.21	499.55	705.83
7	214.72	393.46	421.82	443.26	512.30	721.94
7.5	221.47	400.62	433.04	454.31	525.05	738.05
8	228.22	407.78	444.26	465.36	537.80	754.16
8.5	234.97	414.94	455.48	476.41	550.55	770.27
9	241.72	422.10	466.70	487.46	563.30	786.38
9.5	248.47	429.26	477.92	498.51	576.05	802.49
10	255.22	436.42	489.14	509.56	588.80	818.60
11	262.24	449.80	502.10	531.66	610.68	834.56
12	269.26	463.18	515.06	553.76	632.56	850.52
13	276.28	476.56	528.02	575.86	654.44	866.48
14	283.30	489.94	540.98	597.96	676.32	882.44
15	290.32	503.32	553.94	620.06	698.20	898.40
16	297.34	516.70	566.90	642.16	720.08	914.36
17	304.36	530.08	579.86	664.26	741.96	930.32
18	311.38	543.46	592.82	686.36	763.84	946.28

ZONES AND RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

Export rates by zone and product

➔ DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
19	318.40	556.84	605.78	708.46	785.72	962.24
20	325.42	570.22	618.74	730.56	807.60	978.20
21	340.98	600.12	651.48	765.64	841.24	1,030.76
22	356.54	630.02	684.22	800.72	874.88	1,083.32
23	372.10	659.92	716.96	835.80	908.52	1,135.88
24	387.66	689.82	749.70	870.88	942.16	1,188.44
25	403.22	719.72	782.44	905.96	975.80	1,241.00
26	418.78	749.62	815.18	941.04	1,009.44	1,293.56
27	434.34	779.52	847.92	976.12	1,043.08	1,346.12
28	449.90	809.42	880.66	1,011.20	1,076.72	1,398.68
29	465.46	839.32	913.40	1,046.28	1,110.36	1,451.24
30	481.02	869.22	946.14	1,081.36	1,144.00	1,503.80
40	622.00	1,127.20	1,223.20	1,396.40	1,479.60	2,003.20
50	777.50	1,409.00	1,529.00	1,745.50	1,849.50	2,504.00
60	933.00	1,690.80	1,834.80	2,094.60	2,219.40	3,004.80
70	1,088.50	1,972.60	2,140.60	2,443.70	2,589.30	3,505.60
For each additional 0.5kg						
Above 10	3.51	6.69	6.48	11.05	10.94	7.98
Above 20	7.78	14.95	16.37	17.54	16.82	26.28
Multiplier rate per 1kg						
30.1 - 70.0	15.55	28.18	30.58	34.91	36.99	50.08
70.1 - 300.0	15.55	28.18	30.58	34.91	36.99	50.08
300.1 - 3,000*	15.55	28.18	30.58	34.91	36.99	50.08

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day.

Add \$10.00 to the DHL Express Worldwide prices.

DHL Express 10:30 – Guaranteed delivery before 10:30 on the next possible working day.

Add \$20.00 to the DHL Express Worldwide prices.

DHL Express 9:00 – Guaranteed delivery before 9:00 on the next possible working day.

Add \$65.00 to the DHL Express Worldwide prices.

The billing weight is rounded up to the nearest 0.5kg for shipments up to 30kg, and to the nearest 1kg thereafter. Each piece weight is rounded up to the nearest 0.5kg.

Rates are in NZD and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges. Terms and conditions apply – see mydhl.express.dhl for details.

*DHL Express does not accept shipments exceeding 3,000kg, or containing pieces exceeding 1,000kg or 300cm in length, and/or not meeting DHL standards for packing. Refer to our Packing Guide on mydhl.express.dhl. These network restrictions are subject to change with 30 days' notice.

ZONES AND RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

Import
Services

Import rates by zone and product

DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Documents only up to 2kg						
0.5	54.96	90.36	101.97	107.50	120.37	164.91
1	70.02	123.65	135.03	141.51	163.56	220.37
1.5	88.40	162.53	181.66	188.80	216.61	286.93
2	106.78	201.41	228.29	236.09	269.66	353.49
Documents from 2.5kg and non-documents from 0.5kg						
0.5	73.28	120.48	135.97	143.33	160.50	219.88
1	88.62	156.51	170.93	179.12	207.05	278.95
1.5	103.99	191.21	213.73	222.10	256.67	337.57
2	119.36	225.91	256.53	265.08	306.29	396.19
2.5	134.82	261.49	290.22	305.30	350.83	456.76
3	149.15	289.45	315.10	332.03	382.14	510.07
3.5	163.48	317.41	339.98	358.76	413.45	563.38
4	177.81	345.37	364.86	385.49	444.76	616.69
4.5	192.14	373.33	389.74	412.22	476.07	670.00
5	206.47	401.29	414.62	438.95	507.38	723.31
5.5	213.90	409.17	426.96	451.11	521.41	741.03
6	221.33	417.05	439.30	463.27	535.44	758.75
6.5	228.76	424.93	451.64	475.43	549.47	776.47
7	236.19	432.81	463.98	487.59	563.50	794.19
7.5	243.62	440.69	476.32	499.75	577.53	811.91
8	251.05	448.57	488.66	511.91	591.56	829.63
8.5	258.48	456.45	501.00	524.07	605.59	847.35
9	265.91	464.33	513.34	536.23	619.62	865.07
9.5	273.34	472.21	525.68	548.39	633.65	882.79
10	280.77	480.09	538.02	560.55	647.68	900.51
11	288.49	494.79	552.28	584.87	671.74	918.07
12	296.21	509.49	566.54	609.19	695.80	935.63
13	303.93	524.19	580.80	633.51	719.86	953.19
14	311.65	538.89	595.06	657.83	743.92	970.75
15	319.37	553.59	609.32	682.15	767.98	988.31
16	327.09	568.29	623.58	706.47	792.04	1,005.87
17	334.81	582.99	637.84	730.79	816.10	1,023.43
18	342.53	597.69	652.10	755.11	840.16	1,040.99

ZONES AND RATES

[Connecting Your World](#)
[Sustainability](#)
[Service Offering](#)
[How to Ship with DHL Express](#)
[Digitalization](#)
● [Zones and Rates](#)

[Calculate the Price of Your Shipment](#)

[Optional Services](#)

[Surcharges](#)

[Customs Services](#)

[Service Capability and Rating Zones](#)

[Export Services](#)

[Import Services](#)

Import rates by zone and product

➔ DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
19	350.25	612.39	666.36	779.43	864.22	1,058.55
20	357.97	627.09	680.62	803.75	888.28	1,076.11
21	375.07	659.97	716.64	842.33	925.28	1,133.93
22	392.17	692.85	752.66	880.91	962.28	1,191.75
23	409.27	725.73	788.68	919.49	999.28	1,249.57
24	426.37	758.61	824.70	958.07	1,036.28	1,307.39
25	443.47	791.49	860.72	996.65	1,073.28	1,365.21
26	460.57	824.37	896.74	1,035.23	1,110.28	1,423.03
27	477.67	857.25	932.76	1,073.81	1,147.28	1,480.85
28	494.77	890.13	968.78	1,112.39	1,184.28	1,538.67
29	511.87	923.01	1,004.80	1,150.97	1,221.28	1,596.49
30	528.97	955.89	1,040.82	1,189.55	1,258.28	1,654.31
40	683.60	1,240.00	1,346.00	1,536.00	1,627.60	2,203.20
50	854.50	1,550.00	1,682.50	1,920.00	2,034.50	2,754.00
60	1,025.40	1,860.00	2,019.00	2,304.00	2,441.40	3,304.80
70	1,196.30	2,170.00	2,355.50	2,688.00	2,848.30	3,855.60
For each additional 0.5kg						
Above 10	3.86	7.35	7.13	12.16	12.03	8.78
Above 20	8.55	16.44	18.01	19.29	18.50	28.91
Multiplier rate per 1kg						
30.1- 70.0	17.09	31.00	33.65	38.40	40.69	55.08
70.1- 300.0	17.09	31.00	33.65	38.40	40.69	55.08
300.1- 3,000*	17.09	31.00	33.65	38.40	40.69	55.08

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day.

Add \$10.00 to the DHL Express Worldwide Import prices.

DHL Express 10:30 – Guaranteed delivery before 10:30 on the next possible working day.

Add \$20.00 to the DHL Express Worldwide Import prices.

DHL Express 9:00 – Guaranteed delivery before 9:00 on the next possible working day.

Add \$65.00 to the DHL Express Worldwide Import prices.

The billing weight is rounded up to the nearest 0.5kg for shipments up to 30kg, and to the nearest 1kg thereafter. Each piece weight is rounded up to the nearest 0.5kg.

Rates are in NZD and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges. Terms and conditions apply – see mydhl.express.dhl for details.

*DHL Express does not accept shipments exceeding 3,000kg, or containing pieces exceeding 1,000kg or 300cm in length, and/or not meeting DHL standards for packing. Refer to our Packing Guide on mydhl.express.dhl. These network restrictions are subject to change with 30 days' notice.

SERVICE POINTS

DHL Express Penrose

7 McNab Street
Penrose
Auckland
1061

DHL Express Wellington

Stewart Duff Drive
Rongotai
Wellington
6022

DHL Express Christchurch

2 Richard Pearse Road
Harewood
Christchurch
8053

DHL Express Auckland Airport

5 Laurence Stevens Drive
Auckland Airport
2022

DHL Express Hamilton

600 Arthur Porter Drive
Burbush
Hamilton
3288

READY TO SHIP?



Get a quote



0800 800 020



Chat with us



Chat with us via WhatsApp



Find your nearest DHL Service Point



DHL Express Head Office
16 Laurence Stevens Drive
Auckland Airport, 2022

Valid: 1st January 2026
For public use

The information in this guide is correct as of 1st January 2026.
DHL reserves the right to amend or modify any of the
information at any time.

