

OPTIONAL SERVICES



DHL Express

Name	Description	How we charge	Additional Charge
Duties and Taxes Paid	DHL Express 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 the shipper requests that duties, taxes or other regulatory fees be paid outside of the destination country.	Per shipment	18.00 EUR
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.	Per shipment	20.00 EUR per shipment or 0.45 EUR per kg if higher
Saturday Delivery	We offer Saturday delivery services to key cities in more than 70 Countries. To check availability, please contact our Customer Service team.	Per shipment	30 EUR
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.	By shipment value	10.00 EUR or 1% of stated shipment value if higher
Extended Liability	If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend the DHL standard liability with this service. It provides coverage and compensation in the case of loss or damage.	Per shipment	4.00 EUR
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.	Per shipment	5.00 EUR
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 Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website.	Per shipment	3.00 EUR
GoGreen Climate Neutral	This service is for customers who need a reliable method to calculate their annual carbon emissions at a shipment level and subsequently offset these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the Société Générale de Surveillance (SGS). DHL can also provide reports for either a high level estimate or a detailed carbon footprint. Please contact Customer Service or your Sales Representative to learn more.	Per shipment	0.10 EUR per shipment or 0.10 per kg, if higher
Payable Packaging	We offer a range of high-quality DHL-branded packaging items. One-off flyers, envelopes and smaller boxes are free of charge. Larger boxes and tubes can be ordered through Customer Services and will be provided by the courier at time of pickup, a charge applies.	Per item	3.00 EUR
Importer of Record (IOR)	This service allows the shipper to send a dutiable shipment to the receiver, with the duties and taxes invoiced to a third party at destination acting as the nominated Importer of Record (IOR). The customs invoice must indicate the importer's billing details in addition to the receiver's shipping address.	Per shipment	18.00 EUR
Change of Billing	At the account holder's request, a change in billing can be applied by crediting one invoice and then re-invoicing the same amount to an account number other than the one marked on the waybill.	Per invoice	30.00 EUR
Neutral Delivery	This service allows for the delivery of non-document shipments, without any value of the product being shared or exposed to the receiver, since the commercial invoice is removed prior to delivery.	Per shipment	5.00 EUR