

Services

Service	Description	Product	Fee
Duty Tax Paid	On Customer's request, DHL clears the shipment at destination and arranges for the applicable import duties, taxes and regulatory charges to be invoiced to a specified DHL account at origin or third country, rather than the receiver of the shipment being billed at destination.	All products	2.00% with minimum of 10.00 GBP
Duty Tax Processing	For IOR scenarios the customs invoice must indicate the importers billing details in addition to the receivers shipping address (bill to/ship to). Service code indicates IOR service.	All products	Your charges are waived
Neutral Delivery	An optional delivery service, allowing the shipper or importer to maintain confidentiality over the declared value of the goods. The delivery facility ensures any shipment documentation that might reveal the value of the goods has been removed before delivery.	All products	16.00 GBP
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.	All products	Your charges are waived
Saturday Delivery	On shipper's request, delivery of a shipment up to 250kg and pieces up to 25kg in the destination country on a Saturday, to selected postal/zip code areas that have the capability, in countries where Saturday is not a normal working day.	All products	35.00 GBP per shipment
Saturday Pickup	At shipper's request, an ad-hoc pickup of a shipment up to 250kg/piece up to 25kg on a Saturday, at selected postal/zip code areas that have the capability, in countries where Saturday is not a normal working day.	All products	25.00 GBP per shipment

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Smartphone Box	On contractual basis, DHL can provide fully recyclable packaging for shipping fragile devices like laptops, tablets or mobile phones as part of a Collect & Return program. Not available to “walk-in” customers. Account customers may as well order packaging items in bulks.	All products	2.70 GBP per shipment
Laptop Box	On contractual basis, DHL can provide fully recyclable packaging for shipping fragile devices like laptops, tablets or mobile phones as part of a Collect & Return program. Not available to “walk-in” customers. Account customers may as well order packaging items in bulks.	All products	2.70 GBP per shipment
Tablet Box	On contractual basis, DHL can provide fully recyclable packaging for shipping fragile devices like laptops, tablets or mobile phones as part of a Collect & Return program. Not available to “walk-in” customers. Account customers may as well order packaging items in bulks.	All products	2.70 GBP per shipment
DHL Express Polybag	Charges apply for all DHL standard packaging items including plastic flyers provided in bulks or stacks.	All products	17.00 GBP Flyers - 100 pieces
Shipment Insurance	Shipment Insurance can be arranged for shipments containing valuable goods, although some restrictions and limitations may apply. The service availability will depend on the destination and content of the shipment. The service is subject to specific limitations and exclusions as described in our Terms and Conditions.	All products	12.00 GBP or 1.50% of shipment value if higher per shipment
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.	All products	4.50 GBP per shipment

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Verbal Notification	At shipper's request, a proactive notification service given by Customer Service verbally by phone at an agreed time and to a specific contact person, informing the customer on selected key transport events, incidents, or confirming delivery.	All products	4.50 GBP per shipment
Change of Billing	Applies when a customer requests a change of defined billing information on an already issued invoice, which is not due to DHL Express' fault & which will result in a reissuing of the invoice. In case of account change, crediting of the old account & debiting of the new account.	All products	10.00 GBP per shipment
Shipment Preparation	At shipper's request a convenient and on-demand service for shipment volumes that require short-term extra resources for their preparation. DHL manages the process of shipment preparation, content selection, labeling & paperwork, and sends the parcels to the addresses provided.	All products	22.00 GBP per shipment
Dedicated Pickup	On shipper's request, an immediate or non-routine, once-only pickup of a shipment within a normal working day, weekend or a holiday that may involve a specific vehicle such as tail lift truck or more than one courier.	All products	0.40 GBP with minimum of 26.00 GBP
Adult Signature	DHL will obtain a delivery signature from an adult at the stipulated delivery address. If, for local legislative reasons, proof of the receivers age needs to be verified, DHL may need to request presentation of a valid government-issued personal identification document.	All products	4.50 GBP per shipment
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.	All products	4.00 GBP per shipment

DHL Express Accessorial Charges

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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.	All products	0.40 GBP with minimum of 35.00 GBP
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.	All products	4.50 GBP per shipment
Chilled Box S	By contractual agreement, the provision of a small sized Chilled (2 to 8C) shipper box with 7 litre sample capacity. Comprises an EPS insulated box to keep the contents within the stated temperature range for 72hrs.	All products	9.00 GBP per shipment
Frozen Ice Sticks S	By contractual agreement, the provision of a small sized Frozen shipper box. Comprises an EPS insulated moulded box with 6 litre internal capacity for Dry Ice Sticks (supplied with box) and sample. The Dry Ice sticks and box maintain sample contents at a temperature below minus 20C for 124hrs.	All products	9.00 GBP per shipment

Surcharges

Service	Description	Product	Fee
Limited Quantities	A surcharge is applied per shipment when the ground handling and transportation of shipments involves substances and commodities that are in Limited Quantities. In compliance with ADR regulations and which are restricted from air transportation. Such dangerous goods are restricted to no more than 30kg per piece.	All products	4.00 GBP per shipment
Remote Area Pickup	A surcharge is applied when the pickup location is remote and the transport charges are being billed to the account holder at destination or a third country.	All products	Your charges are waived
Remote Area Delivery	DHL applies a surcharge per shipment when the delivery destination location is remote. Remote is defined as distant islands and highlands, a postal code, suburb or town that is difficult, inaccessible or infrequently served.	All products	Your charges are waived
Oversize Piece	A fixed surcharge applies to every piece, including a pallet, if its longest side exceeds 100 cm (40 inches) or its second-longest side exceeds 80 cm (30 inches). Does not apply to pieces already subject to Overweight Piece surcharge.	All products	15.00 GBP per piece
Overweight Piece	A fixed surcharge is applied to every piece, including a pallet, that exceeds a scale or volumetric weight of 70kg (150 lb).	All products	70.00 GBP per piece
Elevated Risk	A surcharge is applied 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. The list of destination countries in scope is published online as part of the respective surcharge table and updated from time to time.	All products	25.00 GBP per shipment

Surcharges

Service	Description	Product	Fee
Restricted Destination	A surcharge applies when shipping to or importing from a destination country that is subject to specific trade restrictions imposed by the UN Security Council. The list of countries in scope is published online as part of the respective surcharge table.	All products	25.00 GBP per shipment
Dry Ice UN1845	A surcharge is applied per shipment when the handling and transportation of pieces involves Dry Ice UN1845 used as a freezing agent for non-dangerous goods such as diagnostic specimens.	All products	10.00 GBP per shipment
Lithium ION PI966	A surcharge may apply per shipment for the handling of pieces involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): HD - Lithium Ion, Section II PI966	All products	4.00 GBP per shipment
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. DG class 2, 3, 4, 5, 6, 8 and 9 commodities, according to IATA regulations. DHL Express does not accept: Explosive material of Class 1; Class 2.3 toxic gas; Class 3: UN1204, UN2059, UN3064, UN3343, UN3357, UN3379; Class 4.1: UN1310, UN1320, UN1321, UN1322, UN1336, UN1337, UN1344, UN1347, UN1348, UN1349, UN1354, UN1355, UN1356, UN1357, UN1517, UN1571, UN2555, UN2556, UN2557, UN2852, UN2907, UN3317, UN3319, UN3344, UN3364, UN3365, UN3366, UN3367, UN3368, UN3369, UN3370, UN3376, UN3380, UN3474; Class 6.2 infectious substance except UN3373; Radioactive material of Class 7 including Excepted Packages	All products	85.00 GBP per shipment
Excepted Quantities	A surcharge is applied per shipment when the handling and transportation of pieces involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	All products	9.00 GBP per shipment
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).	All products	22.00 GBP per shipment

Surcharges

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Lithium Metal PI969	A surcharge may apply per shipment for the handling of pieces involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): HM - Lithium Metal, Section II PI969	All products	4.00 GBP per shipment
ADR Load Exemptions	A charge is incurred when shipping involves handling items and substances classified as dangerous goods according to ADR, and these exceed the limit defined for ADR Limited Quantities. Each shipment must not surpass the limits specified in ADR 1.1.3.6.	All products	85.00 GBP per shipment
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.	All products	10.00 GBP per shipment
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.	All products	9.00 GBP per shipment
Non-Stackable Pallet	A fixed surcharge is applied to every pallet in a shipment that cannot be stacked, either on request of the shipper or by nature of the shape, content or packaging of the goods on the pallet. This surcharge does not apply to pallets below 25kg.	All products	255.00 GBP per piece
Non-Conveyable Piece - Irregular	This surcharge applies to any piece within a shipment with a checkpoint remark "Irregular Piece". The surcharge does not apply to pieces already subject to Overweight or Oversize Piece surcharge.	All products	17.00 GBP per piece
Non-Conveyable Piece - Weight	This surcharge applies to any piece within a shipment with an actual weight between 25-70 kg. The surcharge does not apply to pieces already subject to Overweight or Oversize Piece surcharge.	All products	17.00 GBP per piece
Restricted Destination	Restricted Destination surcharges apply when shipping to a destination country or entity that is subject to trade restrictions imposed by national legislation such as the EEAS or OFAC.	All products	25.00 GBP per shipment

Customs Services

Service	Description	Product	Fee
Clearance Processing	Applies where additional cost is incurred for importing shipments in alignment with government agency requirements.	All products	12.00 GBP per shipment
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.	All products	40.00 GBP per shipment
Duty Tax Processing	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.	All products	2.50% with minimum of 12.00 GBP
Clearance Authorisation	Applies when the designated importer has specifically requested to be contacted by DHL before customs clearance is initiated.	All products	25.00 GBP per shipment
Multi-Line Entry	The clearance of a shipment with multiple commodities or multiple origins for the same commodity. Charges apply when more than 5 lines are recorded on the customs clearance, for example with different commodities or different countries of manufacture.	All products	5.00 GBP, after 5 lines. Rate per line
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.	All products	25.00 GBP per shipment
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.	All products	18.00 GBP per 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. For the US name is Other Government Agency (Border Controls)	All products	40.00 GBP per shipment

Customs Services

Service	Description	Product	Fee
Permits and Licences	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.	All products	40.00 GBP per shipment
Bonded Storage	Storage charges apply when the shipment cannot be released by Customs. Charges take effect three calendar (working) days after the freight arrival date.	All products	9.50 GBP per shipment, 0.40 GBP per kg/lb, after 3 days (daily rate per shipment & kg)
Bonded Transit	On customer's request, the transit of a shipment under customs bond. Can arise when delivering ship spares to a foreign ship at anchor, aircraft parts to an aircraft on ground or to a customer's own bonded warehouse. Can apply also when shipments move domestically from/to a Free Trade Zone.	All products	40.00 GBP per shipment
Temporary Import Export	At Customer's 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.	All products	40.00 GBP per shipment
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.	All products	14.00 GBP per shipment
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.	All products	8.50 GBP per shipment

Customs Services

Service	Description	Product	Fee
Post Clearance Modification	DHL can modify the value, commodity, country of manufacture, or terms of trade information after the import clearance process for goods, to correct or elaborate on what was submitted previously to Customs. Modifications are also necessary when import details such as the VAT number are incorrect on the declaration.	All products	68.00 GBP per shipment