

DPD Accessorial Charges

Service	Description	Fee
Cash on Delivery	For any delivery that requires the collection of payment prior to release a fee will apply.	€1.30 per consignment
Incorrect or missing phone number and/or email	A fee will apply for an incorrect or missing consignee phone number and/or email address.	€0.28 per consignment
Non standard parcel delivery	For the delivery of any parcels classed as non standard and out of normal dimensions.	€6.00 per parcel
Consequent Delivery Attempt	For any shipment that requires further attempt to successfully deliver after the second unsuccessful attempt	€1.98 per attempt
Hardcopy POD	Where a hardcopy POD is required	€1.40 for electronic & €2.80 for hard copy
Customs Clearance Fees	Clearance fee per parcel where required per the destination; €40.00 to the following destinations - Bosnia, Guernsey, Jersey, Lichtenstein, Norway, Serbia, Switzerland €15.00 to Ukraine €10.00 to United Kingdom	Charged per parcel
Energy Surcharge	A fee to cover increasing energy costs	€0.02 per consignment
Road Toll Surcharge	The introduction of this surcharge is a direct response to the threefold increase in road charges in 2026: • Inflation indexation: in accordance with the Notice of the Minister of Infrastructure of 3 December 2025 (M.P. 2025 item 1244), the annual indexation of electronic toll (e-TOLL) rates was applied in line with the consumer price index. • Step change in the system: The Government implemented a new e-TOLL tariff structure, taking into account CO₂ emission classes and vehicle weight. For heavy vehicle combinations key to our fleet (over 12 tonnes, Euro 6), the rate per kilometre increased from approx. PLN 0.40 to PLN 0.56, representing a unit increase of 40%. • Expansion of the toll road network: additional kilometres of roads have been included in the e-TOLL system.	€0.06 per parcel