



DHL EXPRESS

SERVICE & RATE GUIDE 2024

SWITZERLAND

GET STARTED

[Connecting Your World](#)

[Dear Customer](#)

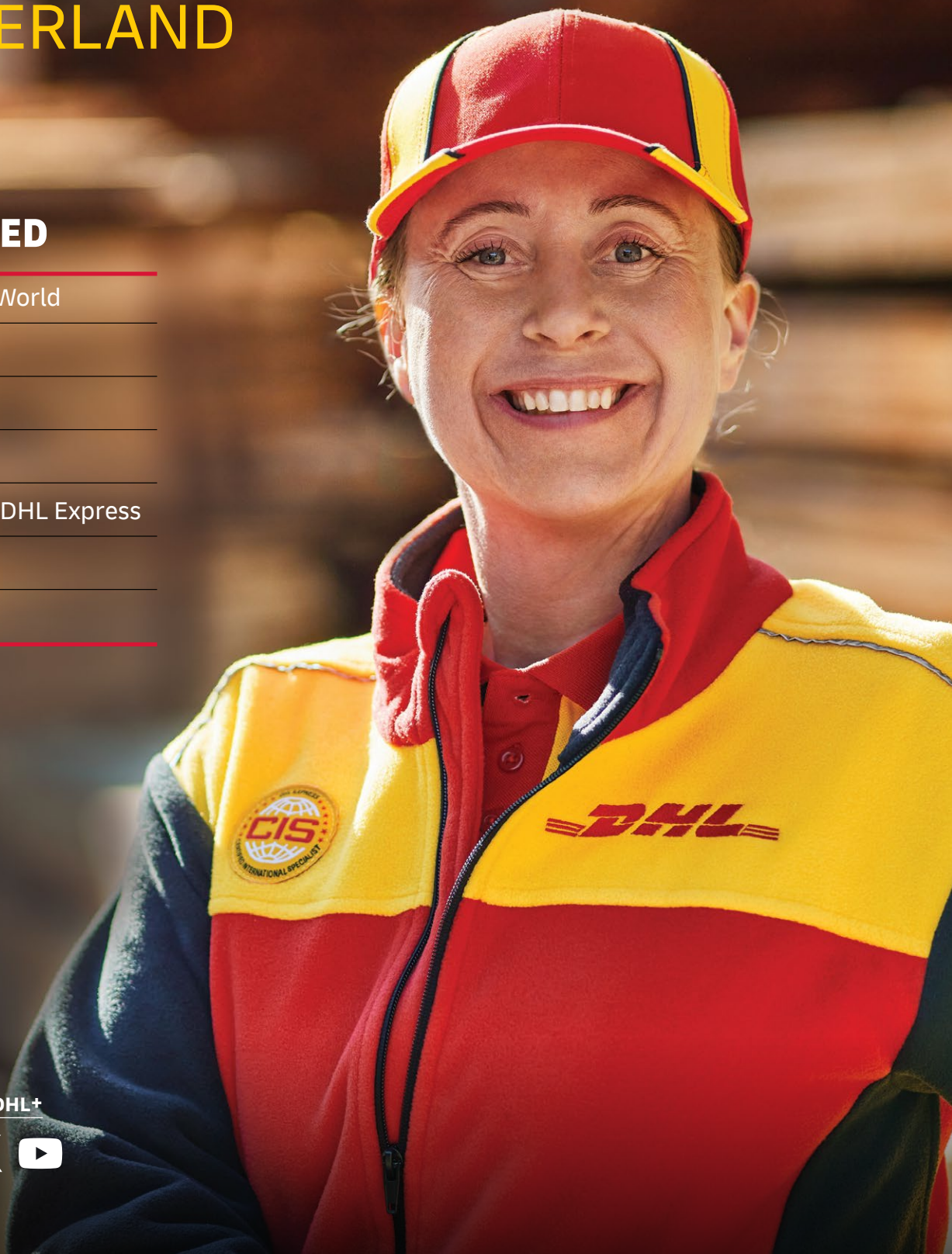
[Sustainability](#)

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Ready to ship?
Get a quote from [MyDHL+](#)

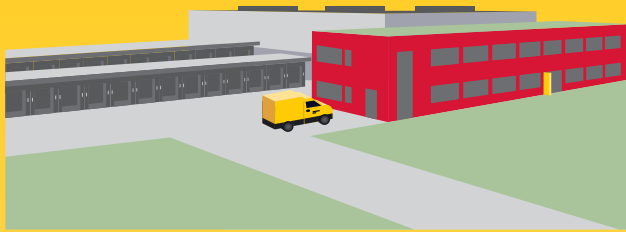


CONNECTING YOUR WORLD

220
countries and
territories served



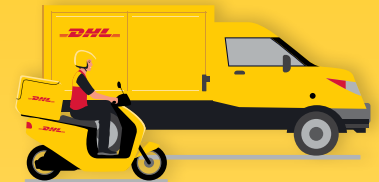
500+
airports served
worldwide



3 500
facilities

300+
aircraft

2 400+
flights per day



34 500
vehicles



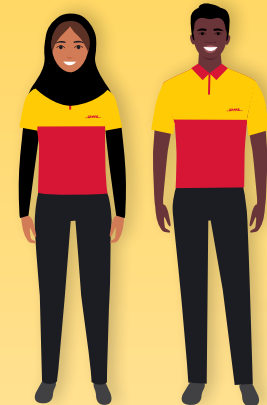
148 000
Service Points

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

MISSION 2050
ZERO EMISSIONS
GOGREEN

296
million

Time Definite shipments
per year



120 000
employees



415

TAPA* certifications



Figures are global and are approximate as of the end of 2022
*TAPA = Transported Asset Protection Association

DEAR CUSTOMER

Welcome to the DHL Express Service and Rate Guide for 2024. If you are reading this, it means you have a personal or business need to move something, from somewhere, to somewhere and you want it done quickly, securely and reliably. We are here to help you!

As the global market leader in Time Definite International (TDI) shipping and courier delivery, and the most international company in the world, this is what we do! We move over 1 million shipments every working day, from point A to point B in 220 countries and territories, as quickly, securely and reliably as possible and with as much transparency as possible. Over 2.5 million customers around the world put their trust in us, and our team of 120 000+ Certified International Specialists strive to exceed their expectations on every single shipment.

Global logistics appears to be finally seeing the end of COVID-driven disruptions but yet is not completely back to the 'normal' of the previous time period. Overall, the global macroeconomic situation has started to stabilize although uncertainty remains. Aviation networks remain volatile in many parts of the world and the crisis in Europe continues to add complexity to global logistics. In the face of these and other challenges, we have continued to invest in safeguarding the resilience of our global network, which enables us to provide secure and reliable supply chain solutions to support our customers.

Sustainability continues to grow in focus in all logistics conversations and I invite you to learn how our [GoGreen Plus](#) service, introduced in 2023, and our leveraging of Sustainable Aviation Fuel (SAF) can directly help make your products more environmentally friendly – a growing criterion in the purchase decision process of both individual consumers and businesses.

Digitalization retains its laser focus at DHL and we have brought to market a slew of tools to support our customers, in particular small businesses. For example, the new [My Global Trade Services tool](#) aims to reduce customs complexity and improve getting clearance 'first time right!'. The [DHL Express Commerce tool](#) can help small businesses fast-forward taking their online sales channels international. Small business owners, let us help support your growth by enabling you to Save More as you Ship More! You could benefit from our **Dynamic Discounting** commercial options. Interested? [Let's connect!](#)

In conclusion, please use this guide to learn how DHL Express products, services and tools can meet your logistics needs. **Thank you** for trusting us to be your Logistics Partner of Choice. Tell us how we can support you further – please reach out to us on [MyDHL+](#), by calling Customer Service on 0848 711 711 or you can reach me directly on tothetop.ch@dhl.com.

Sincerely,

Chris Hillis
Country Manager
DHL Express Switzerland



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SUSTAINABILITY

Everything we do is to serve one purpose: **Connecting people, improving lives.** To fulfill this purpose, we need to make every dimension of our business sustainable. Our Sustainability Roadmap sets out our ambitions in three focus areas: Environment, Social and Governance (ESG). Find case studies and more details [here](#).

OUR TARGETS FOR 2030

<29 million

Reduction in our greenhouse gas emissions to under 29 million tonnes

€7 billion

Investment of €7 billion in green technologies

SBTi


Commitment to SBTi (Science-Based Targets initiatives)

30%

SAF blending of 30% for all air transport

CLEAN OPERATIONS FOR CLIMATE PROTECTION

Leader in sustainable aviation

 Our GoGreen Plus service allows you to embrace green logistics by insetting, or reducing, the CO2 within your own supply chain. We do this by using Sustainable Aviation Fuel (SAF). And that is not only good for the environment, it can benefit you by helping you to report your CO2 emissions. Here is how to get on board:

- With the GoGreen Plus **basic contract**, 30% CO2 reduction (insetting) is applied to all your express shipments via air.
- In **MyDHL+**, you can opt for GoGreen Plus and choose which shipments to invest in with SAF.
- Alternatively, choose a **customized offer** for even more CO2 reduction.

Our GoGreen Plus service is made possible following DHL's landmark collaborations with bp and Neste to supply DHL Express with SAF, which is expected to save some **two million tons** of carbon dioxide emissions over the aviation fuel cycle.

Green last-mile and line-haul

Electrify **60%** of last-mile delivery vehicles and increase share of sustainable fuels in line haul to more than **30%** by 2030.

Carbon neutral buildings

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

Green product portfolio

Our GoGreen Plus service allows customers shipping TDI to inset their CO2 air emissions by up to **100%**.

Through collaboration, we can make our supply chains more sustainable. Read more about the Era of Sustainable Logistics.



GREAT COMPANY TO WORK FOR ALL

- Attract and retain the best talent
- Strong '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

Export Services

Import Services

Domestic Services

Enabling Your Growth

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 9:00 (10:30 to the USA)

Our premium time-definite service offers a delivery before 9:00 (10:30 to the USA) on lanes that guarantee either a next or second business day delivery. DHL Express 9:00 is offered to the majority of business centers in Europe, the Middle East, Africa, Asia and the Americas. DHL Express 9:00 features a money-back guarantee* and is suitable for pieces up to 30kg and shipments up to 300kg.

DHL Economy Select

DHL Economy Select is the ideal choice for less urgent shipments, with door-to-door delivery throughout Europe within a defined number of business days.

Our international services at a glance

	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00 (10:30 to the USA)	DHL Economy Select
Service description	Delivery by the end of the next possible business day	Delivery before 12 noon on the next possible business day	Delivery before 9:00 (10:30 to the USA) on the next possible business day	Delivery within a defined number of business days
Money-back guarantee	No	Yes*	Yes*	No
Countries and territories covered	More than 220	153	91	35
Delivery attempts	2	2	2	2
Maximum piece weight (not on pallet)	70kg	70kg	30kg	70kg
Maximum pieces per shipment	–	10	10	–
Maximum piece dimensions (L x W x H)**	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm
Maximum pallet weight	1 000kg	Pallets not accepted	Pallets not accepted	1 000kg
Maximum shipment weight	3 000kg	300kg	300kg	1 000kg
Maximum pallet dimensions (L x W x H)	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted	300 x 200 x 180cm

*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.

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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 as our DHL Economy Select Import service for less urgent shipments throughout Europe. You can order an import from another country, to be delivered to your country or any other destination, by using our dedicated electronic shipping solution for imports. 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, 10:30 or the end of the next possible business day.

DHL SAME DAY & SPECIAL SERVICES

With DHL Same Day & Special Services, we offer customized solutions for high value or critical international shipments to over 220 countries and territories. We pick up a shipment of almost any size or weight and deliver it to its destination within hours.



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GLOBAL TRADE AND YOU

A series of crises has put international trade at the center of the debate about economic growth and resilience. What are the current prospects for globalization and trade? Is there cause for concern? Is trade still an attractive source of growth? We deep dived into the data and conducted a thorough, fact-based analysis – and the results might just surprise you. In partnership with NYU Stern's Center for the Future of Management and its DHL Initiative on Globalization, the 'DHL Trade Growth Atlas' examines global trade growth trends and the trade patterns of 173 countries worldwide that combined make up more than 99% of world trade, GDP and population. Despite recent shocks and worsening macroeconomic conditions in much of the world, the study overall gives an upbeat assessment of the prospects for future trade growth.

We know the value of understanding the long-term global trade landscape for navigating short-term shifts in economic and trade growth. We help our customers make sense of what this means for their business to maximize the enormous potential of globalization and international trade.

Trade growth expanding across a broader range of countries

New poles emerging: world trade center of gravity moving south

Shift in mix of products traded by advanced vs. emerging economies



POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

Discover and grow

Visit [dhl.com/discover](https://www.dhl.com/discover) to learn more about how DHL helps e-commerce companies ranging from start-ups to large enterprises, advising them on how to grow internationally. Our e-commerce focussed country guides, white papers such as 'The Ultimate B2B E-Commerce Guide', customer and trend research and market intelligence tools can enable you to better understand your customers and their shipping requirements to take the next step in your e-commerce journey.

International e-commerce

We help our customers go global with ease and speed to maximize the enormous potential of international e-commerce. DHL supports our customers' international growth with:

- Global reach
- Express delivery options
- Flexible delivery options for receivers (see 'On Demand Delivery')
- Duty billing options and customs expertise
- Consultative advice for our customers on how to increase sales and grow cross-border

Fast, flexible and easy

Consumers expect everything 'on demand' – anytime, anywhere. DHL shipping options give customers a distinct competitive edge: over 90% of online consumers look at the available delivery options before going to the checkout, and their decision is influenced by delivery speed, flexibility and ease.



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OPTIONAL SERVICES

[View charges](#)

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

GoGreen Plus

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.

Saturday Delivery

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

Receiver Paid

This service allows non-account Customers to arrange and pre-pay an import shipment door-to-door. MyDHL+ will guide the importer through the entire shipping process from the pickup at origin till delivery at destination. The service is Door-to-Door and thus equal to IMP with all its available shipping options. Import duty and tax is collected as per DTU standard process whilst the transport service is pre-paid usually via Credit Card.

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.

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

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 process making prompt payment of duty and tax charges relating to a shipment, while the receiver defers payment until an agreed date.

Duty Tax Processing:

Non-Account Customers

This default service covers any import of a non-document shipment for which DHL has used its own credit line with Customs to advance or guarantee the payment of duties, taxes or regulatory charges on behalf of importers and consumers with whom DHL has no contract.

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Printed Invoice for Transport and VAT/Customs Costs

Paper invoice for transport and VAT/customs costs. This service is aimed at customers requiring a paper invoice. The electronic invoice is standard for the transport invoice and therefore free of charge. You can also register for the separate invoice for VAT and customs costs free of charge under My Bill and receive the invoice electronically (different fees apply for paper invoices).

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.

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.

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.

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.

Bulk Packaging and Plastic Flyer Stack

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



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

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SURCHARGES

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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.

Fuel Surcharge

The fuel surcharge for International Time Definite services will be based on the daily average spot prices for US Gulf Coast (USGC) kerosene-type jet fuel, as reported by the U.S. Department of Energy between 3rd week release of prior month to 3rd 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 for Domestic and Day Definite services will be based on the most suitable national measure of diesel fuel prices. The surcharge is linked to the consumer price in local currency of diesel fuel inclusive of duties and taxes and published [here](#). Within Europe this is measured by the European Commission Directorate General for Energy and Transport and published in the Oil Bulletin. The fuel surcharge applies to transportation charges on all services and to the following surcharges (where applicable): Saturday Delivery, Saturday Pickup, Elevated Risk, Demand Surcharge, Emergency Situation, Remote Area Delivery, Remote Area Pickup, Dedicated Pickup, Dedicated Delivery, Residential Address, Overweight Piece, Oversize Piece and Non-Stackable Pallet.

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.

Remote Area

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

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, with a single dimension in excess of 120cm. Does not apply to pieces already subject to Overweight Piece surcharge.

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 pieces below 30kg.

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**).

Dunning Charges

DHL reserves the right to invoice a dunning charge in the amount of 4.50 CHF for the first dunning notice and 12.50 CHF for the second dunning notice.

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.

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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.

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.

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.

ADR Load Exemptions

A charge applies when the total quantity of dangerous goods carried in packages by a road-based 'transport unit' e.g. a van, lorry, or trailer exceed the limits set by ADR and defined for transport under Limited Quantity regulations.

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 and are accepted from approved Shippers only. Contractual agreement required.



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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](#) tool, which will help you expand across borders – and concentrate on your core business.

Disbursement

Customs clearance via the DHL ZAZ (CSP)* account. A one-time handling fee for each invoice. (For TDI shipments only).

Advance Payment Fee

Only for importers without a ZAZ (CSP)* account. A fee is charged if import duties and taxes are initially paid by DHL Express. This surcharge applies to TDI/DDI and "Welpaket" Prio-shipments.

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.

Non-Routine Entry (Full Formal Clearance)

When importing goods with an aggregated declaration value or weight exceeding the limits set by destination customs authorities, or due to other regulatory requirements are excluded from routine clearance procedures. Valid for ECONOMY SELECT shipments.

Clearance Processing (Simplified Clearance)

Applied for ECONOMY SELECT shipments subject to simplified clearance as defined by the Swiss Customs Authorities.

Permits and Licenses

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

Bonded Storage

Storage charges apply when the shipment cannot be released by customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer. Excluded is the "Postpaket International" (Welpaket).

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.

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.

Multiline Entry

Charges apply when more than 5 lines are recorded on the customs clearance, for example with different commodities or different countries of manufacture.

Precious Metal Control (PMC)/Veterinary Control

Notification and physical control by the PMC office (for gold, silver, platinum, etc.) or by the border veterinarian. The "Physical inspection" fee applies to every shipment that must be physically presented to the PMC office, regardless of the goods' value. Further costs charged to DHL Express by the PMC office in relation to an import shipment will be passed on to the importer directly and without surcharge.

Post Clearance Modification

Later modification of the assessment decisions at the customer's request, such as change of values, tariff numbers, country of manufacture, or terms of trade, to correct import duties, if applicable. The consignee is liable for payment.

ATA Temporary Import/Export

When requested by the shipper or importer, DHL prepares the merchandise or goods for their temporary export and later import. Raw or semi-finished materials can be imported into a Customs' approved Export Processing Zone or Free Trade Zone for value adding activities, providing the finished goods are subsequently exported.

Welpaket Shipments

The following fees are invoiced to the receiver of Welpaket Eco shipments:

- Processing fee 3% of taxable amount (value of goods, carriage, all customs duties and taxes), but to a maximum of 60.00 CHF)
- Customs clearance fee 11.50 CHF
- Further customs services will be accounted as specified above

For Welpaket Prio shipments, the customs clearance costs are paid by the sender. Additionally, Advance Payment Fee for Welpaket Prio shipments are applicable as specified above.

*Customs account in the centralized settlement procedure (CSP) of the Federal Customs Administration.

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

HOW TO SHIP WITH DHL EXPRESS

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).



- Connecting Your World
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HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

PREPARING YOUR SHIPMENT INVOICE

This invoice template covers the key data elements required for a successful customs clearance. To help us ensure the service we provide is efficient and high-quality, visit mydhl.express.dhl for more guidance.

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:			Insurance Cost: Freight Cost: Other Costs: VALUE (for Customs Purposes): Import Customs Duties – <i>pre calculated</i> Import Taxes (VAT/GST) – <i>pre calculated</i> TOTAL (with Import Customs Duties/Taxes):					
Reason for Export: Type of Export: INCOTERM: INCOTERM Place:			Terms of Payment: Payer of GST/VAT: Duty/Tax Billing Svc:					
Carrier: Ultimate Consignee:								
Export License Number: Import License Number:								
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

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, shrinkwrap 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:

- Flyer bags
- Cardboard document envelopes
- Boxes in a range of sizes
- Tubes
- Bottle boxes

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

Prohibited and Restricted Commodities

Prohibited Items

The following items will NOT be accepted for carriage by DHL. This list includes items which are prohibited for carriage by any law, regulation or statute of any federal, state or local government of any country from, to or through which the items may be carried. For international carriage there may be additional prohibited items specified by the country of destination. DHL may at its sole discretion refuse to carry other items not listed below.

- Bullion (of any precious metal)
- Cannabis
- Cash (legal tender – bank notes, currency notes and coins)
- Complete firearms, ammunition, explosives/explosive devices including inert explosives and test pieces, air guns, replica and imitation firearms
- Human remains or ashes in any form
- Hunting (animal) trophies, animal parts such as ivory and shark's fin, animal remains or ashes, or animal by-products and derived products not intended for human consumption, prohibited for movement by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) and/or local law
- Illegal goods, such as counterfeit goods and narcotics
- Live animals (including but not limited to mammals, reptiles, fish, invertebrates, amphibians, birds, insects, larvae and pupae)
- Loose lithium metal batteries under IATA PI968 section II
- Loose precious and semi-precious stones (cut or un-cut, polished or un-polished)



HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Restricted Items

The following items will NOT be accepted for carriage unless otherwise agreed to by DHL. To obtain such agreement a business case will need to be conducted by DHL and the items approved for carriage will be recorded in writing with the customer.

- Air guns, tasers, imitation or replica firearms, firearm parts and replica ammunition (includes rifle butts, trigger mechanisms, screws/bolts etc which are manufactured for the sole purpose of creating a functional firearm)
- Antiques and works of art with a shipment value in excess of €500 000
- Banderols/Tax stickers with a shipment value in excess of €500 000
- Cigarettes, cigars, tobacco products and electronic cigarettes with a shipment value in excess of €500 000
- Commemorative coins and medals with an individual value or total shipment value of €2 000 or more are restricted for carriage
- Dangerous/hazardous goods including but not limited to perfumes, aftershaves, aerosols, flammable substances, dry ice, biological substances, UN classified dangerous goods and any goods specified as such under International Air Transport Association regulations ("IATA"), the

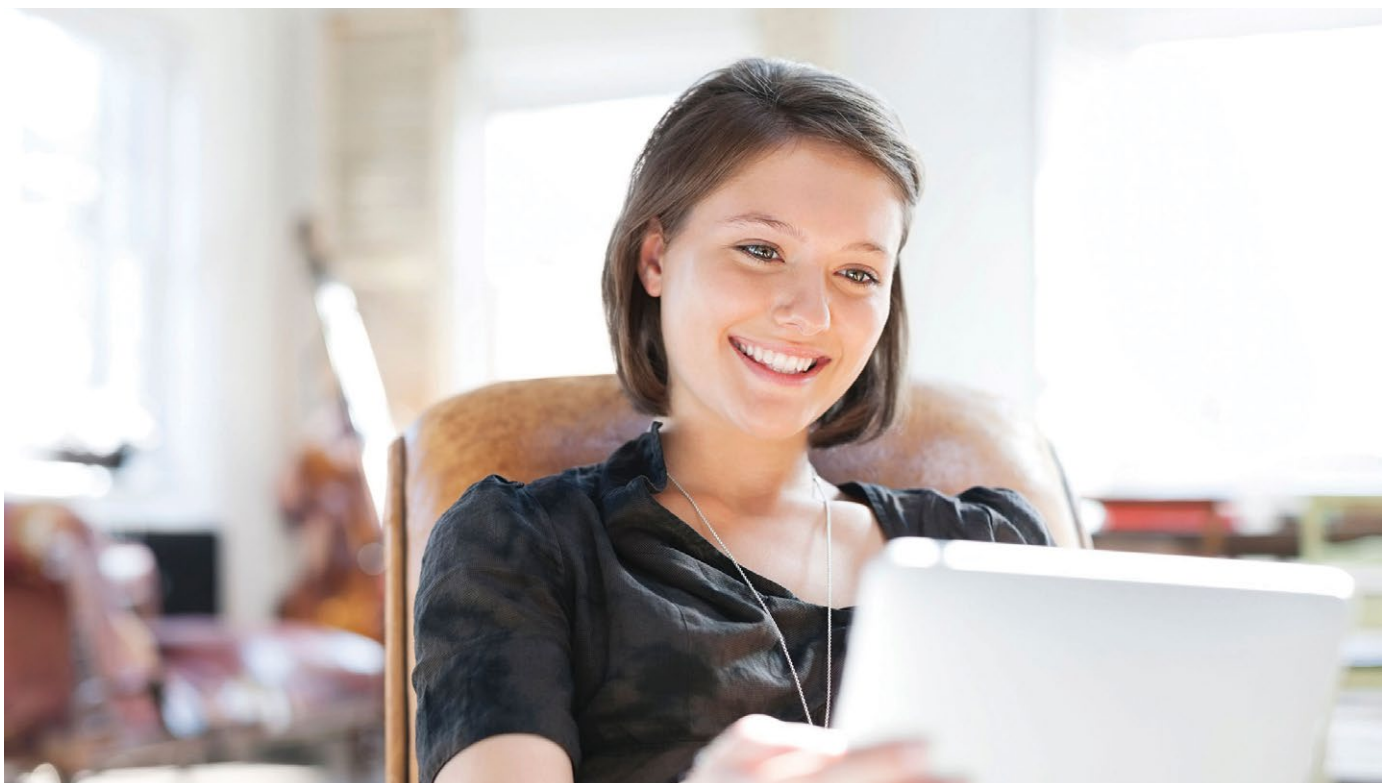
Packaging Your Shipment

Agreement on Dangerous Goods by Road ("ADR") or International Maritime Dangerous Goods ("IMDG") regulations

- Financial and monetary commodities – examples include but are not limited to activated SIM cards for mobile phones, blank or activated credit or cash dispenser cards, blank checks, event tickets, lottery tickets, money or postal orders, pre-paid phone cards, tickets (blank stock), traveler's checks, vouchers/tokens, unused stamps etc. Applicable to all shipments valued in excess of €500 000
- Furs
- Jewelry and watches and with individual values in excess of €5 000. The shipment must not exceed €100 000

PAYING FOR YOUR SHIPMENT

You can pay for DHL Express services either with cash, a credit card 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

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Digitalization is one of the most important trends impacting logistics, and it is one of the key pillars of DHL Group's Strategy 2025. 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.

mydhl.express.dhl

MY GLOBAL TRADE SERVICES



My Global Trade Services (MyGTS) is your trusted advisor for cross-border trade – taking the complexity out of customs. If you are wondering what the harmonized shipping (HS) codes are for your goods, what the estimated total cost of your shipment will be, what can help get your goods cleared, and what documentation may be required, find the answers to these questions and more on our online MyGTS portal.

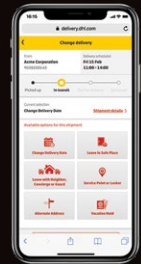
And the benefits for you? You can support clearing customs more quickly and more accurately, help avoid delays and unexpected customs or tax costs, and pre-plan your shipment journeys so that you understand potential prohibitions and restrictions.

dhl.com/express/mygts



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.



ondemand.dhl.com

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



Scheduled delivery



Signature release/
leave your signature



Alternative address



Collect from
Service Point



Vacation hold



Leave with neighbor

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.

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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.



ROBOTICS

Driven by rapid technological advancements and increasing supply chain complexity, robotics solutions are entering the logistics environment, boosting productivity and driving zero-defect processes.

Robots are adopting more roles at DHL Express, assisting workers with the most repetitive and labor-intensive tasks and freeing them up to do higher-order, customer-facing activities. Examples include the use of articulated robotic arms for sorting inbound packages to last-mile delivery routes. We have four such robots in use globally, with this number set to double soon.

Our robots help get couriers out on the road faster – which means your parcels get delivered faster.

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.



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, including French, German and Italian. It tracks your shipments, answers queries and directs you to FAQs.


[Chat with us now!](#)

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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, imports and domestic.



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
GoGreen Plus	Per shipment	Minimum 0.18 CHF per kg
Saturday Delivery	Per shipment	50.00 CHF
Receiver Paid	No charge	No charge, IMP standard rates apply
Shipment Insurance	By shipment value	1% of the goods value (at least 20.00 CHF)
Extended Liability	Per shipment	10.00 CHF
Direct signature	Per shipment	5.00 CHF
Adult Signature	Per shipment	5.00 CHF
No Signature Required	No charge	No charge
Duty Billing Services*		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of 27.00 CHF
Duty Tax Processing: Account Customers	Per shipment	19.00 CHF
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 3.00 CHF
Printed Transport Invoice	Per invoice	7.00 CHF
Printed VAT/customs invoice	Per invoice	3.70 CHF
Hold for Collection	No charge	No charge
Residential Address	Per shipment	5.00 CHF
Change of Billing	Per invoice	15.00 CHF
Neutral Delivery	Per shipment	5.00 CHF
Packaging Supplies		
Plastic Flyer Stack	Per stack	20.00 CHF per stack (100 flyers)
Bulk Packaging	Per stack	Variable by packaging type and quantity

*Tariffs applicable for Duty Tax Payers whose DHL account is held in Switzerland.

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

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SURCHARGES

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Surcharges	Charging method	Charge
Fuel Surcharge	Per shipment	Percentage of transportation and additional charges, as per index; details here
Remote Area Delivery	Per shipment	0.50 CHF per kg 30.00 CHF minimum per shipment
Remote Area Pickup	Per shipment	0.50 CHF per kg 30.00 CHF minimum per shipment
Additional Handling		
Overweight Piece	Per piece	93.00 CHF
Oversize Piece	Per piece	50.00 CHF
Non-Stackable Pallet	Per piece	269.00 CHF
Address Correction	Per shipment	15.00 CHF
Data Entry	Per shipment	10.00 CHF
Security Charges		
Elevated Risk	Per shipment	30.00 CHF
Restricted Destination	Per shipment	30.00 CHF
Dunning Charges	See page 10	See page 10
Emergency Situation	Variable by lane and weight	Variable by lane and weight
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Dangerous Goods		
Excepted Quantities	Per shipment	18.00 CHF
Dry Ice (UN1845)	Per shipment	15.00 CHF
Lithium Batteries with equipment		
Lithium Ion PI966, Section II	Per shipment	7.00 CHF
Lithium Metal PI969, Section II	Per shipment	7.00 CHF
Lithium Batteries in equipment	No charge	No charge
Full Dangerous Goods	Per shipment	95.00 CHF
Consumer Goods ID8000	Per shipment	24.00 CHF
ADR Load Exemptions	Per shipment	98.00 CHF
Limited Quantities	Per shipment	24.00 CHF

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

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CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Disbursement (for TDI shipments only)	Per shipment	19.00 CHF
Advance Payment Fee	Per shipment	2% of the import duties advanced (at least 3.00 CHF)
Broker Notification	Per shipment	30.00 CHF
Non-Routine Entry (Full Formal Clearance)	Per shipment	39.50 CHF (Formal Clearance)
Clearance Processing (Simplified Clearance)	Per shipment	19.00 CHF (Informal Clearance according to the criteria of the Customs Authority)
Permits and Licenses	Per shipment	44.00 CHF plus the cost of the certificate
Bonded Storage	Per shipment, per day after three calendar days	11.00 CHF/day + 0.45 CHF/kg gross*
Bonded Transit	Per shipment	45.00 CHF
Release to Broker	Per shipment	45.00 CHF
Multiline Entry	Rate per line, after five lines	12.00 CHF per additional items
Notification of an import shipment to the PMC/Veterinary Control	Per shipment	29.00 CHF
Physical inspection by the PMC/Veterinary Control	Per shipment	50.00 CHF
General notification of import shipments	Per shipment	20.00 CHF
Post Clearance Modification	Per shipment	50.00 CHF
Temporary Import Import/Export (ATA)	Per shipment	80.00 CHF
Welpaket Shipments	See page 12	See page 12

*Calculation: (Charge per day x Days) + (Weight x Charge per kg x Days).

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



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SERVICE CAPABILITY AND RATING ZONES

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		DHL Express Worldwide	DHL Express 12:00 doc	DHL Express 12:00 non doc	DHL Express 9:00 doc	DHL Express 9:00 non doc	Imports	DHL Economy Select	DHL Economy Select Import
Afghanistan	9	✓					✓		
Albania	3	✓	doc	✓	doc	✓	✓		
Algeria	8	✓	doc	✓			✓		
American Samoa	9	✓	doc				✓		
Andorra	2	✓		✓	doc	✓	✓		
Angola	9	✓	doc	✓	doc	✓	✓		
Anguilla	8	✓					✓		
Antigua	8	✓					✓		
Argentina	8	✓	doc	✓			✓		
Armenia	9	✓					✓		
Aruba	8	✓					✓		
Australia	7	✓	doc	✓	doc	✓	✓		
Austria	1	✓	doc	✓	doc	✓	✓	✓	✓
Azerbaijan	9	✓					✓		
Bahamas	7	✓	doc	✓	doc	✓	✓		
Bahrain	7	✓	doc	✓	doc		✓		
Bangladesh	7	✓	doc	✓			✓		
Barbados	8	✓			doc	✓	✓		
Belarus	9	✓					✓		
Belgium	1	✓	doc	✓	doc	✓	✓	✓	✓
Belize	8	✓	doc	✓			✓		
Benin	9	✓					✓		
Bermuda	7	✓	doc	✓			✓		
Bhutan	9	✓					✓		
Bolivia	8	✓	doc	✓	doc	✓	✓		
Bonaire	8	✓	doc				✓		
Bosnia and Herzegovina	3	✓					✓		
Botswana	9	✓	doc		doc		✓		
Brazil	8	✓	doc	✓	doc	✓	✓		
Brunei	9	✓	doc				✓		
Bulgaria	3	✓	doc	✓			✓	✓	✓
Burkina Faso	9	✓	doc		doc		✓		
Burundi	9	✓					✓		
Cambodia	7	✓	doc	✓			✓		
Cameroon	9	✓	doc	✓			✓		
Canada	5	✓	doc	✓	doc	✓	✓		
Canary Islands, The	2	✓					✓		
Cape Verde	9	✓					✓		
Cayman Islands	8	✓			doc		✓		
Central African Republic	9	✓					✓		
Chad	9	✓					✓		
Chile	8	✓	doc	✓			✓		
China, People's Republic	6	✓	doc				✓		
Colombia	8	✓	doc	✓	doc	✓	✓		
Comoros	9	✓					✓		
Congo	9	✓					✓		
Congo, Democratic Rep. of	9	✓	doc				✓		
Cook Islands	9	✓					✓		
Costa Rica	8	✓					✓		
Cote d'Ivoire	9	✓			doc		✓		
Croatia	3	✓			doc	✓	✓	✓	✓
Cuba	8	✓					✓		
Curacao	8	✓	doc	✓	doc		✓		
Cyprus	3	✓	doc		doc		✓		
Czech Republic, The	3	✓	doc	✓	doc	✓	✓	✓	✓
Denmark	3	✓	doc	✓	doc	✓	✓	✓	✓
Djibouti	9	✓					✓		
Dominica	8	✓	doc				✓		
Dominican Republic	8	✓	doc	✓	doc		✓		

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For transit times and the availability of DHL Express 12:00 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.

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➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	Time Definite Services					Day Definite Services		
		DHL Express Worldwide	DHL Express 12:00 doc	DHL Express 12:00 non doc	DHL Express 9:00 doc	DHL Express 9:00 non doc	Imports	DHL Economy Select	DHL Economy Select Import
Ecuador	8	✓	doc		doc		✓		
Egypt	7	✓	doc	✓	doc		✓		
El Salvador	8	✓	doc	✓	doc	✓	✓		
Eritrea	9	✓					✓		
Estonia	3	✓	doc	✓			✓	✓	✓
Eswatini (formerly Swaziland)	9	✓	doc	✓	doc		✓		
Ethiopia	9	✓					✓		
Falkland Islands	8	✓					✓		
Faroe Islands	3	✓							
Fiji	9	✓					✓		
Finland	3	✓	doc	✓			✓		
France	1	✓	doc	✓	doc	✓	✓	✓	✓
French Guiana	8	✓	doc				✓		
Gabon	9	✓	doc				✓		
Gambia	9	✓					✓		
Georgia	9	✓					✓		
Germany	1	✓	doc	✓	doc	✓	✓	✓	✓
Ghana	9	✓	doc	✓	doc		✓		
Gibraltar	2	✓	doc	✓	doc	✓	✓		
Greece	3	✓	doc	✓			✓	✓	✓
Greenland	5	✓							
Grenada	8	✓					✓		
Guadeloupe	8	✓	doc				✓		
Guam	9	✓	doc	✓			✓		
Guatemala	8	✓	doc	✓	doc	✓	✓		
Guernsey	2	✓	doc	✓	doc	✓	✓		
Guinea Republic	9	✓	doc				✓		
Guinea-Bissau	9	✓					✓		
Guinea-Equatorial	9	✓					✓		
Guyana (British)	8	✓	doc				✓		
Haiti	8	✓	doc	✓			✓		
Honduras	8	✓	doc	✓	doc		✓		
Hong Kong SAR China	6	✓	doc	✓	doc	✓	✓		
Hungary	3	✓	doc	✓			✓	✓	✓
Iceland	5	✓	doc	✓			✓		
India	6	✓	doc				✓		
Indonesia	7	✓					✓		
Iran, Islamic Rep. of	9	✓	doc		doc		✓		
Iraq	9	✓					✓		
Ireland, Rep. of	2	✓	doc	✓	doc	✓	✓	✓	✓
Israel	4	✓					✓		
Italy	1	✓	doc	✓	doc	✓	✓	✓	✓
Jamaica	8	✓	doc	✓			✓		
Japan	6	✓	doc	✓			✓		
Jersey	2	✓	doc	✓	doc	✓	✓		
Jordan	7	✓	doc	✓	doc	✓	✓		
Kazakhstan	7	✓	doc	✓			✓		
Kenya	9	✓	doc	✓	doc		✓		
Kiribati	9	✓					✓		
Korea, D.P.R. of (North)	9	✓							
Korea, Rep. of (South)	6	✓	doc	✓			✓		
Kosovo	3	✓					✓		
Kuwait	7	✓	doc	✓	doc	✓	✓		
Kyrgyzstan	9	✓					✓		
Lao P.D.R.	9	✓	doc	✓	doc		✓		
Latvia	3	✓	doc		doc		✓	✓	✓
Lebanon	7	✓	doc	✓	doc		✓		
Lesotho	9	✓	doc	✓	doc		✓		
Liberia	9	✓					✓		

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Country/Territory	Zone	Time Definite Services					Day Definite Services		
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Libya	8	✓					✓		
Liechtenstein *	*	✓	doc	✓	doc	✓	✓	doc	doc
Lithuania	3	✓	doc	✓			✓	✓	✓
Luxembourg	1	✓	doc	✓	doc	✓	✓	✓	✓
Macau SAR China	7	✓	doc	✓			✓		
Madagascar	9	✓	doc	✓			✓		
Malawi	9	✓					✓		
Malaysia	6	✓	doc	✓	doc	✓	✓		
Maldives	9	✓					✓		
Mali	9	✓					✓		
Malta	3	✓	doc		doc		✓		
Marshall Islands	9	✓	doc	✓			✓		
Martinique	8	✓	doc	✓			✓		
Mauritania	9	✓					✓		
Mauritius	9	✓	doc	✓	doc		✓		
Mayotte	9	✓					✓		
Mexico	5	✓	doc	✓			✓		
Micronesia, Fed. States of	9	✓					✓		
Moldova, Rep. of	9	✓					✓		
Monaco	1	✓	doc	✓	doc	✓	✓	✓	✓
Mongolia	9	✓					✓		
Montenegro, Rep. of	3	✓	doc				✓		
Montserrat	8	✓					✓		
Morocco	8	✓	doc	✓	doc	✓	✓		
Mozambique	9	✓	doc		doc		✓		
Myanmar	9	✓	doc				✓		
Namibia	9	✓	doc		doc		✓		
Nauru, Rep. of	9	✓					✓		
Nepal	7	✓	doc				✓		
Netherlands, The	1	✓	doc	✓	doc	✓	✓	✓	✓
Nevis	8	✓	doc				✓		
New Caledonia	9	✓					✓		
New Zealand	7	✓	doc	✓	doc	✓	✓		
Nicaragua	8	✓	doc	✓	doc	✓	✓		
Niger	9	✓					✓		
Nigeria	9	✓	doc	✓			✓		
Niue	9	✓					✓		
North Macedonia	3	✓					✓		
Northern Mariana Islands	9	✓					✓		
Norway	3	✓	doc	✓			✓	✓	✓
Oman	7	✓	doc	✓	doc	✓	✓		
Pakistan	7	✓	doc	✓	doc		✓		
Palau	9	✓					✓		
Panama	8	✓	doc	✓	doc	✓	✓		
Papua New Guinea	9	✓					✓		
Paraguay	8	✓	doc	✓	doc	✓	✓		
Peru	8	✓	doc	✓	doc	✓	✓		
Philippines, The	7	✓	doc	✓	doc	✓	✓		
Poland	3	✓	doc	✓	doc	✓	✓	✓	✓
Portugal	2	✓	doc	✓	doc	✓	✓	✓	✓
Puerto Rico	8	✓	doc	✓	doc	✓	✓		
Qatar	8	✓	doc	✓	doc	✓	✓		
Reunion, Island of	9	✓	doc	✓			✓		
Romania	3	✓	doc	✓			✓	✓	✓
Russian Federation, The	9	✓	doc	✓	doc		✓		
Rwanda	9	✓					✓		
Samoa	9	✓					✓		
San Marino	1	✓	doc	✓	doc	✓	✓		
Sao Tome & Principe	9	✓					✓		

doc = document contents only ✓ = document and non-document contents Continues overleaf

For transit times and the availability of DHL Express 12:00 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.

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ZONES AND RATES

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➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	Time Definite Services					Day Definite Services		
		DHL Express Worldwide	DHL Express 12:00 doc	DHL Express 12:00 non doc	DHL Express 9:00 doc	DHL Express 9:00 non doc	Imports	DHL Economy Select	DHL Economy Select Import
Saudi Arabia	7	✓	doc	✓	doc	✓	✓		
Senegal	9	✓	doc	✓	doc		✓		
Serbia, Rep. of	3	✓					✓		
Seychelles	9	✓					✓		
Sierra Leone	9	✓	doc				✓		
Singapore	6	✓	doc	✓	doc	✓	✓		
Slovakia	3	✓	doc	✓	doc	✓	✓	✓	✓
Slovenia	3	✓	doc	✓	doc		✓	✓	✓
Solomon Islands	9	✓					✓		
Somalia	9	✓					✓		
Somaliland, Rep. (N. Somalia)	9	✓					✓		
South Africa	8	✓	doc	✓	doc		✓		
South Sudan	9	✓					✓		
Spain	2	✓	doc	✓	doc	✓	✓	✓	✓
Sri Lanka	7	✓	doc	✓	doc	✓	✓		
St. Barthelemy	8	✓	doc				✓		
St. Eustatius	8	✓	doc	✓			✓		
St. Helena	9	✓	doc				✓		
St. Kitts	8	✓	doc				✓		
St. Lucia	8	✓	doc	✓			✓		
St. Maarten	8	✓			doc	✓	✓		
St. Vincent	8	✓					✓		
Sudan	9	✓					✓		
Suriname	8	✓					✓		
Sweden	3	✓	doc	✓	doc	✓	✓	✓	✓
Switzerland	*	✓	doc	✓	doc	✓	✓	*	*
Syria	9	✓					✓		
Tahiti	9	✓					✓		
Taiwan, China	6	✓	doc	✓	doc	✓	✓		
Tajikistan	9	✓					✓		
Tanzania	9	✓	doc		doc		✓		
Thailand	6	✓	doc	✓	doc	✓	✓		
Timor-Leste	6	✓	doc				✓		
Togo	9	✓					✓		
Tonga	9	✓					✓		
Trinidad and Tobago	8	✓	doc	✓	doc	✓	✓		
Tunisia	8	✓	doc				✓		
Turkey	4	✓	doc	✓			✓		
Turkmenistan	9	✓					✓		
Turks and Caicos Islands	8	✓	doc				✓		
Tuvalu	9	✓					✓		
Uganda	9	✓	doc		doc		✓		
Ukraine	6	✓	doc	✓	doc	✓	✓		
United Arab Emirates	7	✓	doc	✓	doc	✓	✓		
United Kingdom	3	✓	doc	✓	doc	✓	✓	✓	✓
United States of America	5	✓	doc	✓			✓		
Uruguay	8	✓	doc	✓	doc	✓	✓		
Uzbekistan	9	✓					✓		
Vanuatu	9	✓					✓		
Vatican City	1	✓	doc	✓			✓	✓	✓
Venezuela	8	✓					✓		
Vietnam	7	✓	doc		doc		✓		
Virgin Islands (British)	8	✓	doc	✓	doc	✓	✓		
Virgin Islands (US)	8	✓					✓		
Yemen, Rep. of	9	✓					✓		
Zambia	9	✓	doc	✓	doc		✓		
Zimbabwe	9	✓	doc				✓		

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DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9
Documents only up to 2kg									
0.5	76.26	79.86	80.64	80.64	83.98	95.27	99.39	102.24	108.27
1	85.21	88.81	92.26	98.77	96.99	119.60	125.30	130.24	140.33
1.5	93.69	97.29	103.54	116.33	109.10	143.08	149.63	157.83	169.95
2	102.17	105.77	114.82	133.89	121.21	166.56	173.96	185.42	199.57
Documents from 2.5kg and non-documents from 0.5kg									
0.5	114.80	118.44	119.46	119.46	122.86	147.23	157.34	160.20	166.25
1	123.75	127.39	131.08	136.12	135.87	169.53	181.67	188.20	198.31
1.5	132.23	135.87	142.36	152.20	148.88	191.01	206.00	216.20	228.75
2	140.71	144.35	153.64	168.28	161.89	212.49	230.33	244.20	259.19
2.5	149.19	152.83	164.92	184.36	174.90	233.97	254.66	272.20	289.63
3	157.67	161.31	176.20	200.44	187.46	255.45	278.99	300.20	319.25
3.5	166.15	169.79	187.48	216.52	200.02	276.93	303.32	328.20	348.87
4	174.63	178.27	198.76	232.60	212.58	298.41	327.65	356.20	378.49
4.5	183.11	186.75	210.04	248.68	225.14	319.89	351.98	384.20	408.11
5	191.59	195.23	221.32	264.76	237.70	341.37	376.31	412.20	437.73
5.5	195.64	200.11	227.93	275.65	244.63	355.96	392.95	430.46	458.01
6	199.69	204.99	234.54	286.54	251.56	370.55	409.59	448.72	478.29
6.5	203.74	209.87	241.15	297.43	258.49	385.14	426.23	466.98	498.57
7	207.79	214.75	247.76	308.32	265.42	399.73	442.87	485.24	518.85
7.5	211.84	219.63	254.37	319.21	272.35	414.32	459.51	503.50	539.13
8	215.89	224.51	260.98	330.10	279.28	428.91	476.15	521.76	559.41
8.5	219.94	229.39	267.59	340.99	286.21	443.50	492.79	540.02	579.69
9	223.99	234.27	274.20	351.88	293.14	458.09	509.43	558.28	599.97
9.5	228.04	239.15	280.81	362.77	300.07	472.68	526.07	576.54	620.25
10	232.09	244.03	287.42	373.66	307.00	487.27	542.71	594.80	640.53
11	239.51	252.81	299.86	394.20	319.16	514.87	573.53	629.66	678.71
12	246.93	261.59	312.30	414.74	331.32	542.47	604.35	664.52	716.89
13	254.35	270.37	324.74	435.28	343.48	570.07	635.17	699.38	755.07
14	261.77	279.15	337.18	455.82	355.64	597.67	665.99	734.24	793.25
15	269.19	287.93	349.62	476.36	367.80	625.27	696.81	769.10	831.43
16	276.61	296.71	362.06	496.90	379.96	652.87	727.63	803.96	869.61
17	284.03	305.49	374.50	517.44	392.12	680.47	758.45	838.82	907.79
18	291.45	314.27	386.94	537.98	404.28	708.07	789.27	873.68	945.97

Continues overleaf

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➔ DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9
19	298.87	323.05	399.38	558.52	416.44	735.67	820.09	908.54	984.15
20	306.29	331.83	411.82	579.06	428.60	763.27	850.91	943.40	1 022.33
21	313.71	340.61	424.26	599.60	440.76	790.87	881.73	978.26	1 060.51
22	321.13	349.39	436.70	620.14	452.92	818.47	912.55	1 013.12	1 098.69
23	328.55	358.17	449.14	640.68	465.08	846.07	943.37	1 047.98	1 136.87
24	335.97	366.95	461.58	661.22	477.24	873.67	974.19	1 082.84	1 175.05
25	343.39	375.73	474.02	681.76	489.40	901.27	1 005.01	1 117.70	1 213.23
26	350.81	384.51	486.46	702.30	501.56	928.87	1 035.83	1 152.56	1 251.41
27	358.23	393.29	498.90	722.84	513.72	956.47	1 066.65	1 187.42	1 289.59
28	365.65	402.07	511.34	743.38	525.88	984.07	1 097.47	1 222.28	1 327.77
29	373.07	410.85	523.78	763.92	538.04	1 011.67	1 128.29	1 257.14	1 365.95
30	380.49	419.63	536.22	784.46	550.20	1 039.27	1 159.11	1 292.00	1 404.13
40	435.99	500.63	636.02	979.16	674.10	1 299.37	1 450.71	1 640.70	1 785.73
50	491.49	581.63	735.82	1 173.86	798.00	1 559.47	1 742.31	1 989.40	2 167.33
60	546.99	662.63	835.62	1 368.56	921.90	1 819.57	2 033.91	2 338.10	2 548.93
70	602.49	743.63	935.42	1 563.26	1 045.80	2 079.67	2 325.51	2 686.80	2 930.53
For each additional 0.5kg									
Above 10	3.71	4.39	6.22	10.27	6.08	13.80	15.41	17.43	19.09
Above 20	3.71	4.39	6.22	10.27	6.08	13.80	15.41	17.43	19.09
For each additional 1kg									
30.1 - 70.0	5.55	8.10	9.98	19.47	12.39	26.01	29.16	34.87	38.16
70.1 - 300.0	9.61	13.35	16.29	19.47	17.13	26.01	29.16	34.87	38.16
300.1 - 3 000*	11.08	15.36	18.75	22.39	19.71	29.93	33.58	40.18	43.90

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day to over 153 countries worldwide.

Add 20 CHF to the DHL Express Worldwide prices.

DHL Express 9:00 (10:30 to the USA) – Guaranteed delivery before 9:00 on the next possible working day to over 91 countries worldwide. Add 35 CHF to the DHL Express Worldwide prices.

Rates are 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 CHF 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.

In the event any country leaves the European Union, DHL reserves the right to change rates or zones with 30 days' notice.

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DHL ECONOMY SELECT

Weight in kg	Zone 1	Zone 2	Zone 3
Documents and non-documents from 1kg			
1	86.63	89.18	91.76
2	98.52	101.07	107.55
3	110.41	112.95	123.34
4	122.30	124.83	139.13
5	134.19	136.71	154.92
6	139.87	143.54	164.17
7	145.55	150.37	173.42
8	151.23	157.20	182.67
9	156.91	164.03	191.92
10	162.59	170.86	201.17
11	167.78	177.02	209.88
12	172.97	183.18	218.59
13	178.16	189.34	227.30
14	183.35	195.50	236.01
15	188.54	201.66	244.72
16	193.73	207.82	253.43
17	198.92	213.98	262.14
18	204.11	220.14	270.85
19	209.30	226.30	279.56
20	214.49	232.46	288.27
21	219.68	238.62	296.98

Weight in kg	Zone 1	Zone 2	Zone 10
22	224.87	244.78	305.69
23	230.06	250.94	314.40
24	235.25	257.10	323.11
25	240.44	263.26	331.82
26	245.63	269.42	340.53
27	250.82	275.58	349.24
28	256.01	281.74	357.95
29	261.20	287.90	366.66
30	266.39	294.06	375.37
40	277.39	313.56	398.47
50	288.39	333.06	421.57
60	299.39	352.56	444.67
70	310.39	372.06	467.77
80	359.51	440.30	551.03
90	408.63	508.54	634.29
100	457.75	576.78	717.55
For each additional 1kg			
Above 30	1.10	1.95	2.31
For each additional 5kg			
Above 70	24.56	34.12	41.63
Above 300*	27.70	38.43	46.88

Rates are rounded up to the nearest 1kg for shipments up to 70kg, and to the nearest 5kg thereafter. Each piece weight is rounded up to the nearest 1kg.

Rates are in CHF 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 1 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.

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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	Zone 7	Zone 8	Zone 9
Documents only up to 2kg									
0.5	76.26	79.86	80.64	80.64	83.98	95.27	99.39	102.24	108.27
1	85.21	88.81	92.26	98.77	96.99	119.60	125.30	130.24	140.33
1.5	93.69	97.29	103.54	116.33	109.10	143.08	149.63	157.83	169.95
2	102.17	105.77	114.82	133.89	121.21	166.56	173.96	185.42	199.57
Documents from 2.5kg and non-documents from 0.5kg									
0.5	114.80	118.44	119.46	119.46	122.86	147.23	157.34	160.20	166.25
1	123.75	127.39	131.08	136.12	135.87	169.53	181.67	188.20	198.31
1.5	132.23	135.87	142.36	152.20	148.88	191.01	206.00	216.20	228.75
2	140.71	144.35	153.64	168.28	161.89	212.49	230.33	244.20	259.19
2.5	149.19	152.83	164.92	184.36	174.90	233.97	254.66	272.20	289.63
3	157.67	161.31	176.20	200.44	187.46	255.45	278.99	300.20	319.25
3.5	166.15	169.79	187.48	216.52	200.02	276.93	303.32	328.20	348.87
4	174.63	178.27	198.76	232.60	212.58	298.41	327.65	356.20	378.49
4.5	183.11	186.75	210.04	248.68	225.14	319.89	351.98	384.20	408.11
5	191.59	195.23	221.32	264.76	237.70	341.37	376.31	412.20	437.73
5.5	195.64	200.11	227.93	275.65	244.63	355.96	392.95	430.46	458.01
6	199.69	204.99	234.54	286.54	251.56	370.55	409.59	448.72	478.29
6.5	203.74	209.87	241.15	297.43	258.49	385.14	426.23	466.98	498.57
7	207.79	214.75	247.76	308.32	265.42	399.73	442.87	485.24	518.85
7.5	211.84	219.63	254.37	319.21	272.35	414.32	459.51	503.50	539.13
8	215.89	224.51	260.98	330.10	279.28	428.91	476.15	521.76	559.41
8.5	219.94	229.39	267.59	340.99	286.21	443.50	492.79	540.02	579.69
9	223.99	234.27	274.20	351.88	293.14	458.09	509.43	558.28	599.97
9.5	228.04	239.15	280.81	362.77	300.07	472.68	526.07	576.54	620.25
10	232.09	244.03	287.42	373.66	307.00	487.27	542.71	594.80	640.53
11	239.51	252.81	299.86	394.20	319.16	514.87	573.53	629.66	678.71
12	246.93	261.59	312.30	414.74	331.32	542.47	604.35	664.52	716.89
13	254.35	270.37	324.74	435.28	343.48	570.07	635.17	699.38	755.07
14	261.77	279.15	337.18	455.82	355.64	597.67	665.99	734.24	793.25
15	269.19	287.93	349.62	476.36	367.80	625.27	696.81	769.10	831.43
16	276.61	296.71	362.06	496.90	379.96	652.87	727.63	803.96	869.61
17	284.03	305.49	374.50	517.44	392.12	680.47	758.45	838.82	907.79
18	291.45	314.27	386.94	537.98	404.28	708.07	789.27	873.68	945.97

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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	Zone 7	Zone 8	Zone 9
19	298.87	323.05	399.38	558.52	416.44	735.67	820.09	908.54	984.15
20	306.29	331.83	411.82	579.06	428.60	763.27	850.91	943.40	1 022.33
21	313.71	340.61	424.26	599.60	440.76	790.87	881.73	978.26	1 060.51
22	321.13	349.39	436.70	620.14	452.92	818.47	912.55	1 013.12	1 098.69
23	328.55	358.17	449.14	640.68	465.08	846.07	943.37	1 047.98	1 136.87
24	335.97	366.95	461.58	661.22	477.24	873.67	974.19	1 082.84	1 175.05
25	343.39	375.73	474.02	681.76	489.40	901.27	1 005.01	1 117.70	1 213.23
26	350.81	384.51	486.46	702.30	501.56	928.87	1 035.83	1 152.56	1 251.41
27	358.23	393.29	498.90	722.84	513.72	956.47	1 066.65	1 187.42	1 289.59
28	365.65	402.07	511.34	743.38	525.88	984.07	1 097.47	1 222.28	1 327.77
29	373.07	410.85	523.78	763.92	538.04	1 011.67	1 128.29	1 257.14	1 365.95
30	380.49	419.63	536.22	784.46	550.20	1 039.27	1 159.11	1 292.00	1 404.13
40	435.99	500.63	636.02	979.16	674.10	1 299.37	1 450.71	1 640.70	1 785.73
50	491.49	581.63	735.82	1 173.86	798.00	1 559.47	1 742.31	1 989.40	2 167.33
60	546.99	662.63	835.62	1 368.56	921.90	1 819.57	2 033.91	2 338.10	2 548.93
70	602.49	743.63	935.42	1 563.26	1 045.80	2 079.67	2 325.51	2 686.80	2 930.53
For each additional 0.5kg									
Above 10	3.71	4.39	6.22	10.27	6.08	13.80	15.41	17.43	19.09
Above 20	3.71	4.39	6.22	10.27	6.08	13.80	15.41	17.43	19.09
For each additional 1kg									
30.1 - 70.0	5.55	8.10	9.98	19.47	12.39	26.01	29.16	34.87	38.16
70.1 - 300.0	9.61	13.35	16.29	19.47	17.13	26.01	29.16	34.87	38.16
300.1 - 3 000*	11.08	15.36	18.75	22.39	19.71	29.93	33.58	40.18	43.90

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day from over 153 countries worldwide.

Add 20 CHF to the DHL Express Worldwide Import prices.

DHL Express 9:00 – Guaranteed delivery before 9:00 on the next possible working day from over 91 countries worldwide.

Add 35 CHF to the DHL Express Worldwide Import prices.

Rates are 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 CHF 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.

In the event any country leaves the European Union, DHL reserves the right to change rates or zones with 30 days' notice.

ZONES AND RATES

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Import rates by zone and product

DHL ECONOMY SELECT IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3
Documents and non-documents from 1kg			
1	86.63	89.18	91.76
2	98.52	101.07	107.55
3	110.41	112.95	123.34
4	122.30	124.83	139.13
5	134.19	136.71	154.92
6	139.87	143.54	164.17
7	145.55	150.37	173.42
8	151.23	157.20	182.67
9	156.91	164.03	191.92
10	162.59	170.86	201.17
11	167.78	177.02	209.88
12	172.97	183.18	218.59
13	178.16	189.34	227.30
14	183.35	195.50	236.01
15	188.54	201.66	244.72
16	193.73	207.82	253.43
17	198.92	213.98	262.14
18	204.11	220.14	270.85
19	209.30	226.30	279.56
20	214.49	232.46	288.27
21	219.68	238.62	296.98

Weight in kg	Zone 1	Zone 2	Zone 10
22	224.87	244.78	305.69
23	230.06	250.94	314.40
24	235.25	257.10	323.11
25	240.44	263.26	331.82
26	245.63	269.42	340.53
27	250.82	275.58	349.24
28	256.01	281.74	357.95
29	261.20	287.90	366.66
30	266.39	294.06	375.37
40	277.39	313.56	398.47
50	288.39	333.06	421.57
60	299.39	352.56	444.67
70	310.39	372.06	467.77
80	359.51	440.30	551.03
90	408.63	508.54	634.29
100	457.75	576.78	717.55
For each additional 1kg			
Above 30	1.10	1.95	2.31
For each additional 5kg			
Above 70	24.56	34.12	41.63
Above 300*	27.70	38.43	46.88

Rates are rounded up to the nearest 1kg for shipments up to 70kg, and to the nearest 5kg thereafter. Each piece weight is rounded up to the nearest 1kg.

Rates are in CHF 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 1 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.

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TARIFFS, OPTIONAL SERVICES AND SURCHARGES: NATIONAL SERVICES

DHL DOMESTIC EXPRESS

Item weight in kg up to	Charge
31.5	11.81 CHF

TIME OPTIONS PER SHIPMENT

	Charge
DHL Domestic Express 12:00 ⁵	5.00 CHF
DHL Domestic Express 10:30	10.00 CHF
Delivery with signature	0.58 CHF

The surcharges for oversize and overweight and for Additional Handling (non-stackable parcels) are as follows. ¹ All price information is in Swiss francs and without guarantee. All prices are exclusive of value added tax (VAT), fuel surcharges and other surcharges. For more information on DHL DOMESTIC EXPRESS, see mydhl.express.dhl. Please note DHL's general terms and conditions. DHL makes no guarantees regarding conveyance times for all DOMESTIC EXPRESS services. **This service is only available for customers with regular dispatch volumes and after consultation with DHL Express.**

OPTIONAL SERVICES: NATIONAL

	Description	Charge	DHL Domestic Express ⁵
Cash on delivery ¹	Sending without risk: Delivery of the shipment does not take place until the C.O.D. amount due has been paid. Up to a maximum of 10 000.00 CHF per shipment (only in combination with "Delivery with signature").	15.00 CHF per shipment	✓
Pick-Pack (Shipment Preparation)	The preparation of a shipment or any non-customs related transport documents at origin, on behalf of the Shipper or Payer, including any requested Pick & Pack activities.	15.00 CHF per shipment	✓
Liability	Up to CHF 500 if the consignment is deposited/ Up to CHF 1,000 if delivered against signature included.	Included	✓
Shipment Insurance	Shipment Insurance figure up to a max. of 10 000.00 CHF (only in combination with "Delivery with signature").	By shipment value 1% of the goods value (at least 7.00 CHF)	✓
Recipient's signature < 3 month*	Proof of the recipient's signature < 3 months.	15.00 CHF per shipment	✓
Recipient's signature > 3 month*	Proof of the recipient's signature > 3 months.	30.00 CHF per shipment	✓
Residential address	(see page 9)	3.00 CHF per shipment	✓

All the prices in Swiss francs do not include the basic price of the product, or where appropriate the statutory value-added tax. ¹ Additional contractual agreement required. Please contact your DHL Express sales adviser.

³ Girth measurements more than 360cm and up to 440cm. ⁴ Girth measurements more than 440cm and parcels on pallets (Standard Euro-pallets).

⁵ The options and surcharges listed also apply to DOMESTIC EXPRESS 10:30 and 12:00. ⁶ If the shipment is overweight and at the same time oversized, the overweight surcharge will be applied. ⁷ Cannot be combined with DHL DOMESTIC EXPRESS 10:30 and DOMESTIC EXPRESS BASIC. ⁸

Cannot be combined with DHL DOMESTIC EXPRESS 10:30, 12:00 or DOMESTIC EXPRESS BASIC.

* (only in combination with "Delivery with signature")

Continues overleaf

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➔ TARIFFS, OPTIONAL SERVICES AND SURCHARGES: NATIONAL SERVICES

SURCHARGES: NATIONAL

	Description	Charge	DHL Domestic Express ⁵
Fuel Surcharge (Diesel)	The fuel surcharge is updated every month and displayed separately. You can find the current surcharge and more details at mydhl.express.dhl or contact our DHL Express Customer Service.	Variable	✓
Non conveyable piece ⁷	This surcharge is applied to parcels ⁵ having one side that is longer than 120cm or two sides that are longer than 60cm (max. length less than 200cm), as well as to parcels that are generally non-stackable.	25.00 CHF per piece	✓
Overweight Surcharge ⁶⁺⁸	Parcel ⁴ heavier than 31.5kg.	25.00 CHF (+ 1,00 CHF per kg/Weight > 31.5kg)	✓
Oversized Surcharge ⁶⁺⁸	Parcel ⁴ larger than 200cm.	25.00 CHF per piece	✓
Remote Area	This surcharge applies when a shipment is collected from, or delivered to a location that is distant or difficult to serve. This Remote Area surcharge applies to domestic shipments.	5.00 CHF	✓
Data Entry	This fixed surcharge applies for each shipment consigned with non-electronic, paper based label.	1.00 CHF per shipment	✓

All the prices in Swiss francs do not include the basic price of the product, or where appropriate the statutory value-added tax. ¹ Additional contractual agreement required. Please contact your DHL Express sales adviser. ³ Girth measurements more than 360cm and up to 440cm. ⁴ Girth measurements more than 440cm and parcels on pallets (Standard Euro-pallets). ⁵ The options and surcharges listed also apply to DOMESTIC EXPRESS 10:30 and 12:00. ⁶ If the shipment is overweight and at the same time over-sized, the overweight surcharge will be applied. ⁷ Cannot be combined with DHL DOMESTIC EXPRESS 10:30 and DOMESTIC EXPRESS BASIC. ⁸ Cannot be combined with DHL DOMESTIC EXPRESS 10:30, 12:00 or DOMESTIC EXPRESS BASIC.

*(only in combination with "Delivery with signature")



SERVICE POINTS

DHL ServicePoint DHL Express Pumpwerkstrasse 51 8105 Regensdorf 0848 711 711	DHL ServicePoint DHL Express Hubstrasse 103 9500 Wil 0848 711 711	DHL ServicePoint DHL Express Zugerstrasse 9 6030 Ebikon 0848 711 711	DHL ServicePoint DHL Express Route de Sorge 1 1030 Bussigny 0848 711 711	DHL ServicePoint DHL Express Industriestrasse 65 3052 Zollikofen 0848 711 711
DHL ServicePoint DHL Express Lohagstrasse 14 4133 Pratteln 0848 711 711	DHL ServicePoint DHL Express Zona Industriale 3 6802 Rivera 0848 711 711	DHL ServicePoint DHL Express WBK-Strasse 1 9466 Sennwald 0848 711 711	DHL ServicePoint DHL Express Route de l'Aéroport 3 1216 Geneva 0848 711 711	DHL ServicePoint DHL Express Ohrbühlstrasse 25a 8409 Winterthur 0848 711 711
DHL ServicePoint DHL Express Hofackerstrasse 48 4132 Muttens 0848 711 711	DHL Flagship Store/ ServicePoint Métro Shopping/ Gare Cornavin Rue du Mont-Blanc 30 1201 Genève 0848 711 711	DHL Flagship Store/ ServicePoint Welle 7 Schanzenstrasse 5 3008 Bern 0848 711 711		

READY TO SHIP?



Get a quote



0848 711 711



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Find your nearest DHL ServicePoint

DHL Express Switzerland
Pumpwerkstrasse 51
8105 Regensdorf

Valid: 1st January 2024
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The information in this guide is correct as of 1st January 2024. DHL reserves the right to amend or modify any of the information at any time.

