



DHL EXPRESS

SERVICE & RATE GUIDE 2024

CZECH REPUBLIC

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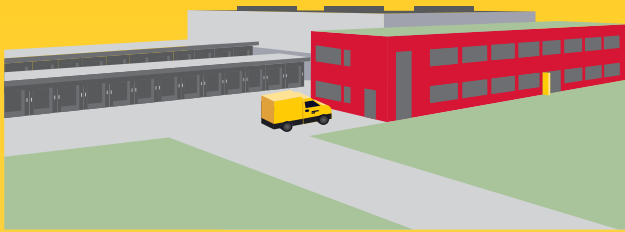
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Ready to ship?
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CONNECTING YOUR WORLD

220
countries and
territories served



3,500
facilities

500+
airports served
worldwide



300+
aircraft

2,400+
flights per day



34,500
vehicles



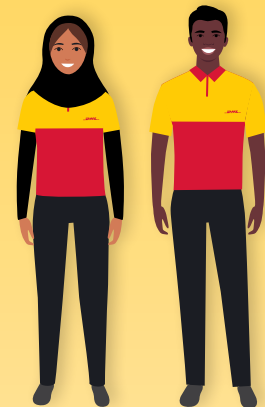
148,000
Service Points

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. As an example, in the Czech Republic we have invested in the modernization of our vehicle fleet.

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 your growth: reach out to us on [MyDHL+](#) or by calling Customer Service on 840 103 000 or 220 300 111.

Sincerely,

Luděk Drnec
Country Manager
DHL Express Czech Republic



SUSTAINABILITY

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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



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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	86	37	33
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 Czech Republic can order an import from China not just to the Czech Republic, 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, 9:00 or the end of the next possible business day.

DHL EXPRESS ENVELOPE

Our DHL Express Envelope service provides door-to-door international delivery of lightweight document shipments by the end of the next possible business day. It also offers you carbon neutral shipping at no extra charge.

- Up to 300g
- Global coverage
- Document shipments only
- Packaging envelope included
- GoGreen Plus carbon-reduced service



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 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

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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.

Dedicated Pickup

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

Dedicated Delivery

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

Saturday Pickup

In countries where Saturday is not a normal working day, DHL can arrange an ad-hoc pickup of smaller shipments up to 30kg. The service is available at selected postal locations 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.

Packaging Supplies

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

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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Hold for Collection

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

Verified Delivery

On shipper request, DHL will verify the delivery of a shipment to the consignee, through a unique electronic authentication token, in form of a QR code.

Residential Address

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

Direct Signature

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

Adult Signature

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

No Signature Required

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

Printed Invoice

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

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.



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 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.

Demand Surcharge

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

Emergency Situation

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

Excepted Quantities

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

Dry Ice

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.

Biological Substance UN3373

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

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➔ SURCHARGES

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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.

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**).



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CUSTOMS SERVICES

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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.



Non-Routine Entry

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

Clearance Processing

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

Permits and Licenses

To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser 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.

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.

Broker Notification

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

Other Government Agency

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

Bonded Transit

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

Temporary Import Export

On customer request, DHL facilitates the temporary import/export of goods by submitting required documents such as an ATA Carnet and adhering to required clearance procedures as specified by Customs.

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.

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Packaging Your Shipment

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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).



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- 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

Company Name:
Contact Name:
Building Name:
Street Name & Number:
Postcode:
City/Country:
Business/Private:
Phone:
Email:
Tax ID/VAT Number:
EORI Number:

GENERAL INFORMATION

Date:
Waybill Number:
Invoice Number:
Shipment Reference Number:
Receiver Reference Number:

RECEIVER

Company Name:
Contact Name:
Building Name:
Street Name & Number:
Postcode:
City/Country:
Business/Private:
Phone:
Email:
Tax ID/VAT Number:
EORI Number:

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:

OTHER REMARKS

Please add any additional critical information or specific country clearance requirements that might be relevant e.g. bank details, special formalities etc.

Line Number	Full Description of Goods	Commodity Code <small>(Full Import HS Code Preferred)</small>	Country of Origin	Qty	Unit Value & Currency	Sub-Total Value & Currency	Net Weight	Gross Weight
1								
2								
3								
						Total Goods Value & Currency	Total Net Weight	Total Gross Weight

Number of Invoice Line Items:
Total Units:
Number of Pieces:

Reason for Export:
Type of Export:
INCOTERM:
INCOTERM Place:

Carrier:
Ultimate Consignee:

Export License Number:
Import License Number:

Insurance Cost:
Freight Cost:
Other Costs:

VALUE
(for Customs Purposes):
Import Customs Duties – *pre calculated*
Import Taxes (VAT/GST) – *pre calculated*
TOTAL
(with Import Customs Duties/Taxes):

Terms of Payment:
Payer of GST/VAT:
Duty/Tax Billing Svc:

I/we certify the information on this invoice is true and correct and that the contents of this shipment are as stated above.

Name: _____ Title: _____ Email: _____

Date: _____ Signature: _____



HOW TO SHIP WITH DHL EXPRESS

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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)



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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

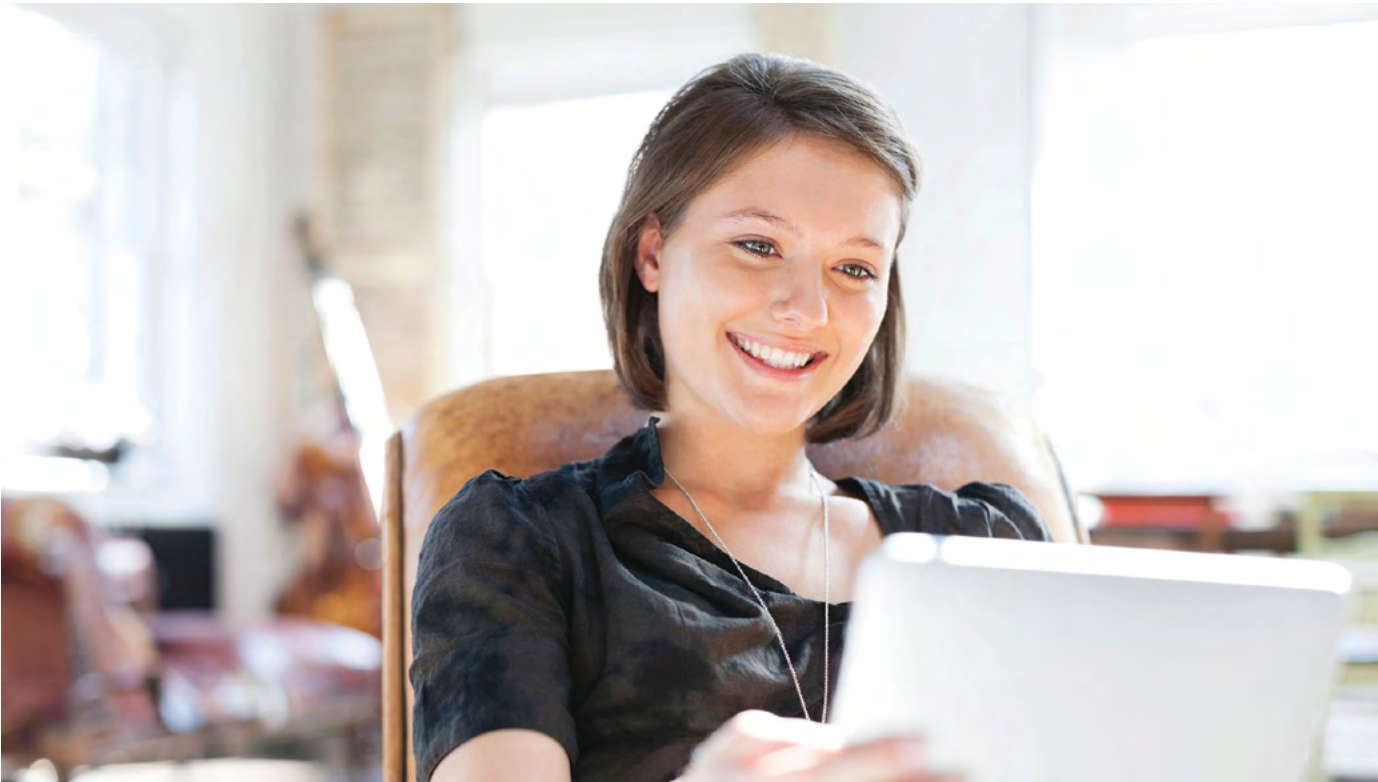
Packaging Your Shipment

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

MyDHL+

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

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.



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 Czech. It tracks your shipments, answers queries and directs you to FAQs.


[Chat with us now!](#)


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.

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Calculate the Price of Your Shipment	Optional Services	Surcharges	Customs Services	Service Capability and Rating Zones	Export Services	Import Services
--------------------------------------	-------------------	------------	------------------	-------------------------------------	-----------------	-----------------

CALCULATE THE PRICE OF YOUR SHIPMENT



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



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



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



Add any optional services and check if any surcharges apply.

Base price + Optional services + Surcharges = Total price

OPTIONAL SERVICES

[View explanation](#)

Optional services	Charging method	Charge
GoGreen Plus	Per shipment	Minimum 4.45 CZK per kg
Dedicated Pickup	Per shipment	12 CZK per kg with minimum of 750 CZK
Dedicated Delivery	Per shipment	12 CZK per kg with minimum of 1,000 CZK
Saturday Pickup	Per shipment	750 CZK
Saturday Delivery	Per shipment	1,000 CZK
Receiver Paid	No charge	No charge, IMP standard rates apply
Shipment Insurance	By shipment value	300 CZK or 1% of stated shipment value if higher
Extended Liability	Per shipment	130 CZK
Packaging Supplies		
Plastic Flyer Stack	Per stack	500 CZK per stack (100 flyers)
Bulk Packaging	Per stack	Variable
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of 500 CZK
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 400 CZK
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 400 CZK
Hold for Collection	No charge	No charge
Verified Delivery	Per shipment	130 CZK
Residential Address	Per shipment	130 CZK
Direct Signature	Per shipment	130 CZK
Adult Signature	Per shipment	130 CZK
No Signature Required	No charge	No charge
Printed Invoice	Per invoice	90 CZK
Change of Billing	Per invoice	300 CZK
Neutral Delivery	Per shipment	130 CZK

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SURCHARGES

View explanation

Surcharges	Charging method	Charge
Fuel Surcharge	Per shipment	Percentage of transportation and additional charges, as per index; details here
Remote Area Delivery	Per shipment	12 CZK per kg 600 CZK minimum per shipment
Remote Area Pickup	Per shipment	12 CZK per kg 600 CZK minimum per shipment
Additional Handling		
Overweight Piece	Per piece	2,300 CZK
Oversize Piece	Per piece	1,200 CZK
Non-Stackable Pallet	Per piece	6,600 CZK
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
Dangerous Goods		
Excepted Quantities	Per shipment	250 CZK
Dry Ice (UN1845)	Per shipment	300 CZK
Lithium Batteries with equipment		
Lithium Ion PI966, Section II	Per shipment	130 CZK
Lithium Metal PI969, Section II	Per shipment	130 CZK
Lithium Batteries in equipment	No charge	No charge
Full Dangerous Goods	Per shipment	2,500 CZK
Consumer Goods ID8000	Per shipment	600 CZK
ADR Load Exemptions	Per shipment	2,500 CZK
Limited Quantities	Per shipment	600 CZK
Address Correction	Per shipment	300 CZK
Data Entry	Per shipment	250 CZK
Security Charges		
Elevated Risk	Per shipment	800 CZK
Restricted Destination	Per shipment	800 CZK

For a full list of surcharges, please visit [mydhl.express.dhl](#).

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CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	1,100 CZK
Clearance Processing	Per shipment	250 CZK
Permits and Licenses	Per shipment	1,100 CZK plus cost of certificate
Bonded Storage	Per shipment, per day after three calendar days	260 CZK per shipment and 12 CZK per kg (both per day after three calendar days)
Multiline Entry	Rate per line, after five lines	130 CZK
Broker Notification	Per shipment	300 CZK
Other Government Agency	Per shipment	1,100 CZK plus cost of certificate
Bonded Transit	Per shipment	1,100 CZK
Temporary Import Export	Per shipment	1,100 CZK
Export Declaration	Per shipment	300 CZK for shipment values exceeding 1,000 EUR declared value

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



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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	DHL Express 9:00	Imports	DHL Economy Select	DHL Economy Select Import
Afghanistan	8	✓			✓		
Albania	5	✓			✓		
Algeria	8	✓			✓		
American Samoa	8	✓			✓		
Andorra	4	✓			✓		
Angola	8	✓			✓		
Anguilla	8	✓			✓		
Antigua	8	✓			✓		
Argentina	8	✓	✓		✓		
Armenia	8	✓			✓		
Aruba	8	✓			✓		
Australia	7	✓	✓		✓		
Austria	1	✓	✓	✓	✓	✓	✓
Azerbaijan	8	✓			✓		
Bahamas	8	✓			✓		
Bahrain	8	✓	doc	doc	✓		
Bangladesh	8	✓			✓		
Barbados	8	✓			✓		
Belarus	8	✓			✓		
Belgium	2	✓	✓	✓	✓	✓	✓
Belize	8	✓			✓		
Benin	8	✓			✓		
Bermuda	8	✓			✓		
Bhutan	8	✓			✓		
Bolivia	8	✓			✓		
Bonaire	8	✓			✓		
Bosnia and Herzegovina	4	✓			✓		
Botswana	8	✓			✓		
Brazil	8	✓	✓		✓		
Brunei	8	✓	doc		✓		
Bulgaria	3	✓	✓		✓	✓	✓
Burkina Faso	8	✓	doc		✓		
Burundi	8	✓			✓		
Cambodia	8	✓	doc		✓		
Cameroon	8	✓	✓		✓		
Canada	6	✓	✓		✓		
Canary Islands, The	5	✓			✓		
Cape Verde	8	✓			✓		
Cayman Islands	8	✓			✓		
Central African Republic	8	✓			✓		
Chad	8	✓			✓		
Chile	8	✓			✓		
China, People's Republic	7	✓	doc		✓		
Colombia	8	✓	✓		✓		
Comoros	8	✓			✓		
Congo	8	✓			✓		
Congo, Democratic Rep. of	8	✓	doc		✓		
Cook Islands	8	✓			✓		
Costa Rica	8	✓			✓		
Cote d'Ivoire	8	✓	doc	doc	✓		
Croatia	3	✓	✓		✓	✓	✓
Cuba	8	✓			✓		
Curacao	8	✓			✓		
Cyprus	3	✓	doc		✓		
Czech Republic, The	0	✓	✓	✓	✓		
Denmark	3	✓	✓	✓	✓	✓	✓
Djibouti	8	✓			✓		
Dominica	8	✓			✓		
Dominican Republic	8	✓			✓		

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

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Country/Territory	Zone	Time Definite Services				Day Definite Services	
		DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports	DHL Economy Select	DHL Economy Select Import
Libya	8	✓			✓		
Liechtenstein	4	✓			✓	✓	✓
Lithuania	3	✓	✓		✓	✓	✓
Luxembourg	2	✓	✓	✓	✓	✓	✓
Macau SAR China	8	✓	doc		✓		
Madagascar	8	✓			✓		
Malawi	8	✓			✓		
Malaysia	7	✓	✓		✓		
Maldives	8	✓	✓		✓		
Mali	8	✓			✓		
Malta	3	✓			✓		
Marshall Islands	8	✓			✓		
Martinique	8	✓			✓		
Mauritania	8	✓			✓		
Mauritius	8	✓			✓		
Mayotte	8	✓			✓		
Mexico	6	✓			✓		
Micronesia, Fed. States of	8	✓			✓		
Moldova, Rep. of	8	✓			✓		
Monaco	2	✓			✓	✓	✓
Mongolia	8	✓			✓		
Montenegro, Rep. of	5	✓			✓		
Montserrat	8	✓			✓		
Morocco	8	✓			✓		
Mozambique	8	✓	doc		✓		
Myanmar	8	✓	doc		✓		
Namibia	8	✓	doc		✓		
Nauru, Rep. of	8	✓			✓		
Nepal	8	✓			✓		
Netherlands, The	2	✓	✓	✓	✓	✓	✓
Nevis	8	✓			✓		
New Caledonia	8	✓			✓		
New Zealand	8	✓			✓		
Nicaragua	8	✓			✓		
Niger	8	✓			✓		
Nigeria	8	✓	✓		✓		
Niue	8	✓			✓		
North Macedonia	5	✓			✓		
Northern Mariana Islands	8	✓			✓		
Norway	4	✓	✓		✓	✓	✓
Oman	8	✓	✓	doc	✓		
Pakistan	8	✓			✓		
Palau	8	✓			✓		
Panama	8	✓			✓		
Papua New Guinea	7	✓			✓		
Paraguay	8	✓			✓		
Peru	8	✓			✓		
Philippines, The	7	✓	✓	doc	✓		
Poland	1	✓	✓	✓	✓	✓	✓
Portugal	3	✓	✓		✓	✓	✓
Puerto Rico	8	✓			✓		
Qatar	8	✓	✓	doc	✓		
Reunion, Island of	8	✓			✓		
Romania	3	✓	✓		✓	✓	✓
Russian Federation, The	8	✓			✓		
Rwanda	8	✓			✓		
Samoa	8	✓			✓		
San Marino	4	✓	✓	✓	✓	✓	✓

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

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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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Calculate the Price of Your Shipment	Optional Services	Surcharges	Customs Services	Service Capability and Rating Zones	Export Services	Import Services
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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	DHL Express 9:00	Imports	DHL Economy Select	DHL Economy Select Import
Sao Tome & Principe	8	✓			✓		
Saudi Arabia	8	✓	doc	doc	✓		
Senegal	8	✓	✓		✓		
Serbia, Rep. of	5 (DDI 4)	✓			✓	✓	✓
Seychelles	8	✓			✓		
Sierra Leone	8	✓			✓		
Singapore	7	✓	✓	doc	✓		
Slovakia	1	✓	✓	✓	✓	✓	✓
Slovenia	3	✓	✓		✓	✓	✓
Solomon Islands	8	✓			✓		
Somalia	8	✓			✓		
Somaliland, Rep. (N. Somalia)	8	✓			✓		
South Africa	8	✓	✓		✓		
South Sudan	8	✓			✓		
Spain	3	✓	✓	✓	✓	✓	✓
Sri Lanka	8	✓	✓		✓		
St. Barthelemy	8	✓			✓		
St. Eustatius	8	✓			✓		
St. Helena	8	✓			✓		
St. Kitts	8	✓			✓		
St. Lucia	8	✓			✓		
St. Maarten	8	✓			✓		
St. Vincent	8	✓			✓		
Sudan	8	✓			✓		
Suriname	8	✓	✓		✓		
Sweden	3	✓	✓	✓	✓	✓	✓
Switzerland	4	✓	✓	✓	✓	✓	✓
Syria	8	✓			✓		
Tahiti	8	✓			✓		
Taiwan, China	7	✓	doc	doc	✓		
Tajikistan	8	✓			✓		
Tanzania	8	✓			✓		
Thailand	7	✓	✓	doc	✓		
Timor-Leste	7	✓			✓		
Togo	8	✓			✓		
Tonga	8	✓			✓		
Trinidad and Tobago	8	✓			✓		
Tunisia	8	✓			✓		
Türkiye	5	✓	✓		✓		
Turkmenistan	8	✓			✓		
Turks and Caicos Islands	8	✓			✓		
Tuvalu	8	✓			✓		
Uganda	8	✓	doc		✓		
Ukraine	5	✓	doc		✓		
United Arab Emirates	8	✓	✓	doc	✓		
United Kingdom	4	✓	✓	✓	✓	✓	✓
United States of America	6	✓	✓	10:30	✓		
Uruguay	8	✓			✓		
Uzbekistan	8	✓			✓		
Vanuatu	8	✓			✓		
Vatican City	2	✓			✓		
Venezuela	8	✓			✓		
Vietnam	7	✓	doc		✓		
Virgin Islands (British)	8	✓			✓		
Virgin Islands (US)	8	✓			✓		
Yemen, Rep. of	8	✓			✓		
Zambia	8	✓	✓		✓		
Zimbabwe	8	✓	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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Export rates by zone and product

DHL EXPRESS WORLDWIDE

Weight in kg	Zone 0	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
Envelopes up to 0.3kg									
0.3	-	1,520	1,603	1,631	1,652	1,770	1,655	2,231	2,827
Documents only up to 2kg									
0.5	1,048	2,070	2,087	2,277	2,442	2,907	2,691	3,238	4,280
1	1,053	2,872	3,183	3,597	3,768	3,901	3,628	4,565	6,175
1.5	1,091	3,238	3,676	4,175	4,363	4,636	4,359	5,637	7,725
2	1,129	3,604	4,169	4,753	4,958	5,371	5,090	6,709	9,275
Documents from 2.5kg and non-documents from 0.5kg									
0.5	1,048	2,070	2,087	2,277	2,696	3,208	3,155	3,576	4,683
1	1,053	2,872	3,183	3,597	4,102	4,356	4,160	4,970	6,784
1.5	1,091	3,238	3,676	4,175	4,581	5,021	4,834	5,909	8,194
2	1,129	3,604	4,169	4,753	5,060	5,686	5,508	6,848	9,604
2.5	1,176	3,970	4,662	5,331	5,576	6,351	6,182	7,787	11,014
3	1,239	4,287	5,089	5,829	6,088	7,016	6,783	8,719	12,189
3.5	1,302	4,604	5,516	6,327	6,600	7,681	7,384	9,651	13,364
4	1,365	4,921	5,943	6,825	7,112	8,346	7,985	10,583	14,539
4.5	1,428	5,238	6,370	7,323	7,624	9,011	8,586	11,515	15,714
5	1,491	5,555	6,797	7,821	8,136	9,676	9,187	12,447	16,889
5.5	1,560	5,725	6,997	8,080	8,410	10,083	9,542	12,975	17,691
6	1,629	5,895	7,197	8,339	8,684	10,490	9,897	13,503	18,493
6.5	1,698	6,065	7,397	8,598	8,958	10,897	10,252	14,031	19,295
7	1,767	6,235	7,597	8,857	9,232	11,304	10,607	14,559	20,097
7.5	1,836	6,405	7,797	9,116	9,506	11,711	10,962	15,087	20,899
8	1,905	6,575	7,997	9,375	9,780	12,118	11,317	15,615	21,701
8.5	1,974	6,745	8,197	9,634	10,054	12,525	11,672	16,143	22,503
9	2,043	6,915	8,397	9,893	10,328	12,932	12,027	16,671	23,305
9.5	2,112	7,085	8,597	10,152	10,602	13,339	12,382	17,199	24,107
10	2,181	7,255	8,797	10,411	10,876	13,746	12,737	17,727	24,909
11	2,285	7,535	9,163	10,887	11,380	14,376	13,345	18,505	26,141
12	2,389	7,815	9,529	11,363	11,884	15,006	13,953	19,283	27,373
13	2,493	8,095	9,895	11,839	12,388	15,636	14,561	20,061	28,605
14	2,597	8,375	10,261	12,315	12,892	16,266	15,169	20,839	29,837
15	2,701	8,655	10,627	12,791	13,396	16,896	15,777	21,617	31,069
16	2,805	8,935	10,993	13,267	13,900	17,526	16,385	22,395	32,301
17	2,909	9,215	11,359	13,743	14,404	18,156	16,993	23,173	33,533
18	3,013	9,495	11,725	14,219	14,908	18,786	17,601	23,951	34,765

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Export rates by zone and product

➔ DHL EXPRESS WORLDWIDE

Weight in kg	Zone 0	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
19	3,117	9,775	12,091	14,695	15,412	19,416	18,209	24,729	35,997
20	3,221	10,055	12,457	15,171	15,916	20,046	18,817	25,507	37,229
21	3,369	10,303	12,797	15,605	16,358	20,676	19,371	26,239	38,315
22	3,517	10,551	13,137	16,039	16,800	21,306	19,925	26,971	39,401
23	3,665	10,799	13,477	16,473	17,242	21,936	20,479	27,703	40,487
24	3,813	11,047	13,817	16,907	17,684	22,566	21,033	28,435	41,573
25	3,961	11,295	14,157	17,341	18,126	23,196	21,587	29,167	42,659
26	4,109	11,543	14,497	17,775	18,568	23,826	22,141	29,899	43,745
27	4,257	11,791	14,837	18,209	19,010	24,456	22,695	30,631	44,831
28	4,405	12,039	15,177	18,643	19,452	25,086	23,249	31,363	45,917
29	4,553	12,287	15,517	19,077	19,894	25,716	23,803	32,095	47,003
30	4,701	12,535	15,857	19,511	20,336	26,346	24,357	32,827	48,089
40	6,061	14,875	19,277	23,711	24,766	32,796	29,587	40,017	58,969
50	7,421	17,215	22,697	27,911	29,196	39,246	34,817	47,207	69,849
60	8,781	19,555	26,117	32,111	33,626	45,696	40,047	54,397	80,729
70	10,141	21,895	29,537	36,311	38,056	52,146	45,277	61,587	91,609
For each additional 0.5kg									
Above 10	52	140	183	238	252	315	304	389	616
Above 20	74	124	170	217	221	315	277	366	543
For each additional 1kg									
30.1 - 70.0	136	234	342	420	443	645	523	719	1,088
70.1 - 300.0	136	238	350	429	455	659	537	737	1,114
300.1 - 3,000*	178	314	455	560	592	861	631	963	1,453

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day to over 86 countries worldwide.
Add 150 CZK to the DHL Express Worldwide prices.

DHL Express 10:30 – Guaranteed delivery before 10:30 on the next possible working day to the USA.
Add 700 CZK to the DHL Express Worldwide prices.

DHL Express 9:00 – Guaranteed delivery before 9:00 on the next possible working day to over 37 countries worldwide.
Add 850 CZK 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 CZK 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.

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Export rates by zone and product

DHL ECONOMY SELECT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
Documents and non-documents from 1kg				
1	2,988	3,309	3,811	4,244
2	3,648	4,335	5,036	5,236
3	3,700	4,527	5,178	5,796
4	3,752	4,719	5,320	6,356
5	3,804	4,911	5,462	6,916
6	3,960	5,002	5,553	7,040
7	4,116	5,093	5,644	7,164
8	4,272	5,184	5,735	7,288
9	4,428	5,275	5,826	7,412
10	4,584	5,366	5,917	7,536
11	4,613	5,403	5,982	7,617
12	4,642	5,440	6,047	7,698
13	4,671	5,477	6,112	7,779
14	4,700	5,514	6,177	7,860
15	4,729	5,551	6,242	7,941
16	4,758	5,588	6,307	8,022
17	4,787	5,625	6,372	8,103
18	4,816	5,662	6,437	8,184
19	4,845	5,699	6,502	8,265
20	4,874	5,736	6,567	8,346
21	4,911	5,782	6,632	8,427

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
22	4,948	5,828	6,697	8,508
23	4,985	5,874	6,762	8,589
24	5,022	5,920	6,827	8,670
25	5,059	5,966	6,892	8,751
26	5,096	6,012	6,957	8,832
27	5,133	6,058	7,022	8,913
28	5,170	6,104	7,087	8,994
29	5,207	6,150	7,152	9,075
30	5,244	6,196	7,217	9,156
40	5,514	6,606	7,577	9,676
50	5,784	7,016	7,937	10,196
60	6,054	7,426	8,297	10,716
70	6,324	7,836	8,657	11,236
80	7,018	8,748	9,685	12,540
90	7,712	9,660	10,713	13,844
100	8,406	10,572	11,741	15,148
For each additional 1kg				
Above 30	27	41	36	52
For each additional 5kg				
Above 70	347	456	514	652
Above 300*	412	529	587	729

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.

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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
Documents only up to 2kg								
0.5	2,485	2,503	2,733	2,933	3,490	3,230	3,886	5,139
1	3,444	3,819	4,316	4,525	4,685	4,354	5,480	7,413
1.5	3,883	4,409	5,010	5,237	5,569	5,230	6,768	9,274
2	4,322	4,999	5,704	5,949	6,453	6,106	8,056	11,135
Documents from 2.5kg and non-documents from 0.5kg								
0.5	2,485	2,503	2,733	3,240	3,849	3,784	4,291	5,620
1	3,444	3,819	4,316	4,927	5,230	4,992	5,967	8,139
1.5	3,883	4,409	5,010	5,500	6,028	5,801	7,093	9,829
2	4,322	4,999	5,704	6,073	6,826	6,610	8,219	11,519
2.5	4,761	5,589	6,398	6,688	7,624	7,419	9,345	13,209
3	5,143	6,100	6,995	7,302	8,422	8,140	10,462	14,619
3.5	5,525	6,611	7,592	7,916	9,220	8,861	11,579	16,029
4	5,907	7,122	8,189	8,530	10,018	9,582	12,696	17,439
4.5	6,289	7,633	8,786	9,144	10,816	10,303	13,813	18,849
5	6,671	8,144	9,383	9,758	11,614	11,024	14,930	20,259
5.5	6,875	8,382	9,696	10,087	12,102	11,450	15,567	21,218
6	7,079	8,620	10,009	10,416	12,590	11,876	16,204	22,177
6.5	7,283	8,858	10,322	10,745	13,078	12,302	16,841	23,136
7	7,487	9,096	10,635	11,074	13,566	12,728	17,478	24,095
7.5	7,691	9,334	10,948	11,403	14,054	13,154	18,115	25,054
8	7,895	9,572	11,261	11,732	14,542	13,580	18,752	26,013
8.5	8,099	9,810	11,574	12,061	15,030	14,006	19,389	26,972
9	8,303	10,048	11,887	12,390	15,518	14,432	20,026	27,931
9.5	8,507	10,286	12,200	12,719	16,006	14,858	20,663	28,890
10	8,711	10,524	12,513	13,048	16,494	15,284	21,300	29,849
11	9,049	10,964	13,081	13,654	17,248	16,012	22,240	31,331
12	9,387	11,404	13,649	14,260	18,002	16,740	23,180	32,813
13	9,725	11,844	14,217	14,866	18,756	17,468	24,120	34,295
14	10,063	12,284	14,785	15,472	19,510	18,196	25,060	35,777
15	10,401	12,724	15,353	16,078	20,264	18,924	26,000	37,259
16	10,739	13,164	15,921	16,684	21,018	19,652	26,940	38,741
17	11,077	13,604	16,489	17,290	21,772	20,380	27,880	40,223
18	11,415	14,044	17,057	17,896	22,526	21,108	28,820	41,705

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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
19	11,753	14,484	17,625	18,502	23,280	21,836	29,760	43,187
20	12,091	14,924	18,193	19,108	24,034	22,564	30,700	44,669
21	12,389	15,332	18,709	19,640	24,788	23,224	31,578	45,973
22	12,687	15,740	19,225	20,172	25,542	23,884	32,456	47,277
23	12,985	16,148	19,741	20,704	26,296	24,544	33,334	48,581
24	13,283	16,556	20,257	21,236	27,050	25,204	34,212	49,885
25	13,581	16,964	20,773	21,768	27,804	25,864	35,090	51,189
26	13,879	17,372	21,289	22,300	28,558	26,524	35,968	52,493
27	14,177	17,780	21,805	22,832	29,312	27,184	36,846	53,797
28	14,475	18,188	22,321	23,364	30,066	27,844	37,724	55,101
29	14,773	18,596	22,837	23,896	30,820	28,504	38,602	56,405
30	15,071	19,004	23,353	24,428	31,574	29,164	39,480	57,709
40	17,901	23,084	28,353	29,738	39,304	35,434	48,100	70,759
50	20,731	27,164	33,353	35,048	47,034	41,704	56,720	83,809
60	23,561	31,244	38,353	40,358	54,764	47,974	65,340	96,859
70	26,391	35,324	43,353	45,668	62,494	54,244	73,960	109,909
For each additional 0.5kg								
Above 10	169	220	284	303	377	364	470	741
Above 20	149	204	258	266	377	330	439	652
For each additional 1kg								
30.1 - 70.0	283	408	500	531	773	627	862	1,305
70.1 - 300.0	289	416	511	547	791	645	883	1,337
300.1 - 3,000*	376	547	669	712	1,035	760	1,158	1,740

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day from over 86 countries worldwide. Add 150 CZK 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.

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Import rates by zone and product

DHL ECONOMY SELECT IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
Documents and non-documents from 1kg				
1	3,586	3,972	4,574	5,093
2	4,308	5,203	6,044	6,282
3	4,373	5,405	6,184	6,908
4	4,438	5,607	6,324	7,534
5	4,503	5,809	6,464	8,160
6	4,686	5,920	6,575	8,312
7	4,869	6,031	6,686	8,464
8	5,052	6,142	6,797	8,616
9	5,235	6,253	6,908	8,768
10	5,418	6,364	7,019	8,920
11	5,455	6,401	7,095	9,006
12	5,492	6,438	7,171	9,092
13	5,529	6,475	7,247	9,178
14	5,566	6,512	7,323	9,264
15	5,603	6,549	7,399	9,350
16	5,640	6,586	7,475	9,436
17	5,677	6,623	7,551	9,522
18	5,714	6,660	7,627	9,608
19	5,751	6,697	7,703	9,694
20	5,788	6,734	7,779	9,780
21	5,825	6,799	7,862	9,877

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4
22	5,862	6,864	7,945	9,974
23	5,899	6,929	8,028	10,071
24	5,936	6,994	8,111	10,168
25	5,973	7,059	8,194	10,265
26	6,010	7,124	8,277	10,362
27	6,047	7,189	8,360	10,459
28	6,084	7,254	8,443	10,556
29	6,121	7,319	8,526	10,653
30	6,158	7,384	8,609	10,750
40	6,428	7,884	9,039	11,350
50	6,698	8,384	9,469	11,950
60	6,968	8,884	9,899	12,550
70	7,238	9,384	10,329	13,150
80	8,076	10,452	11,551	14,680
90	8,914	11,520	12,773	16,210
100	9,752	12,588	13,995	17,740
For each additional 1kg				
Above 30	27	50	43	60
For each additional 5kg				
Above 70	419	534	611	765
Above 300*	493	632	691	864

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 CZK 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.

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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