



DHL EXPRESS

# SERVICE & RATE GUIDE 2024

## CROATIA

### GET STARTED

[Connecting Your World](#)

[Dear Customer](#)

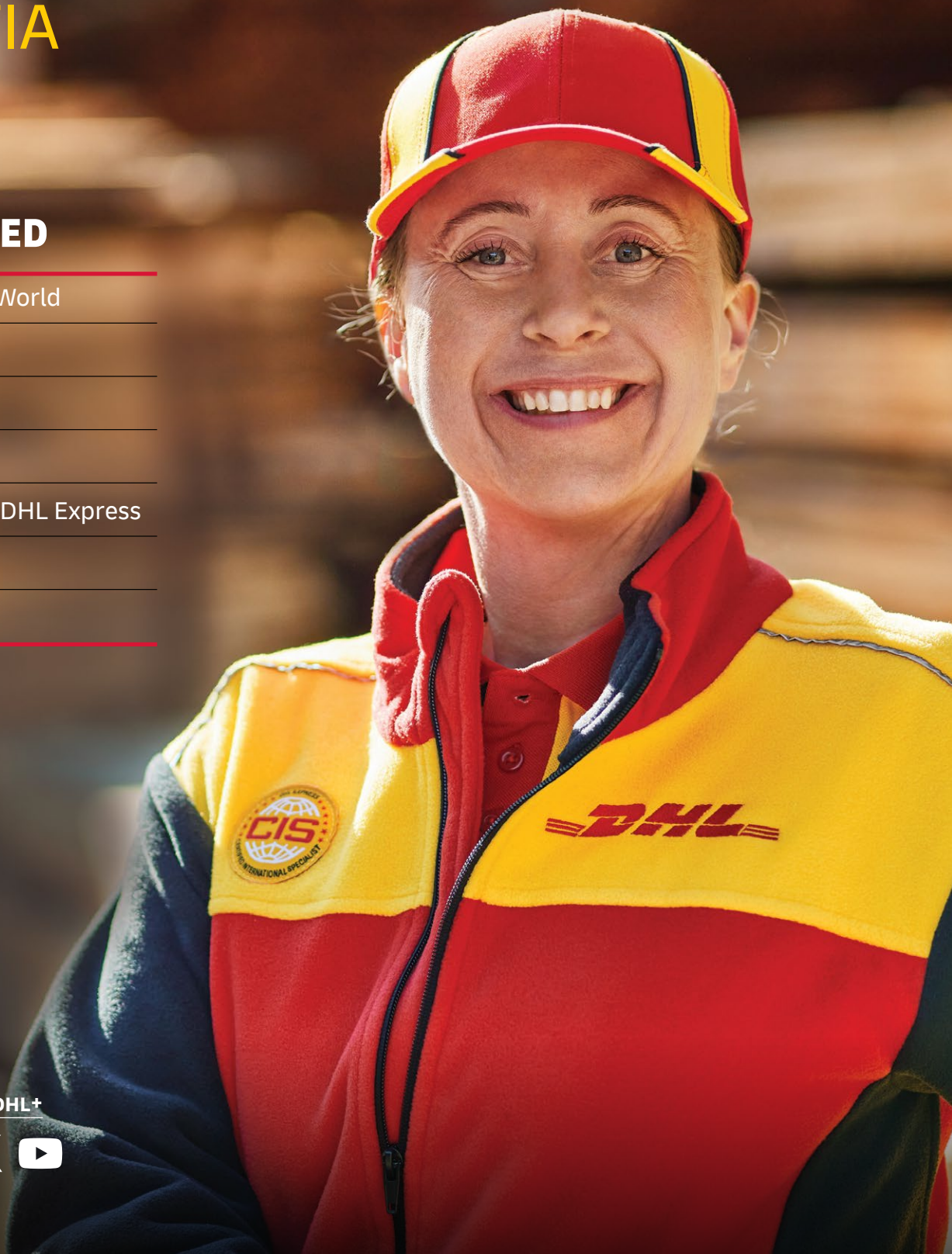
[Sustainability](#)

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

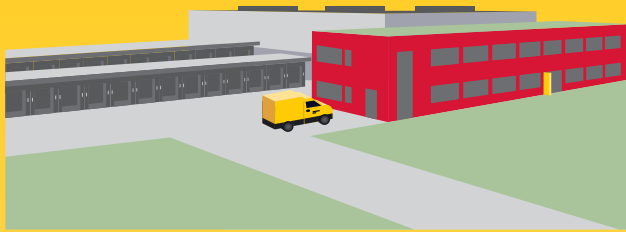


# CONNECTING YOUR WORLD

**220**  
countries and  
territories served



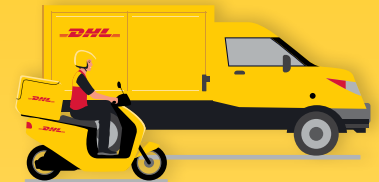
**500+**  
airports served  
worldwide



**3.500**  
facilities

**300+**  
aircraft

**2.400+**  
flights per day



**34.500**  
vehicles



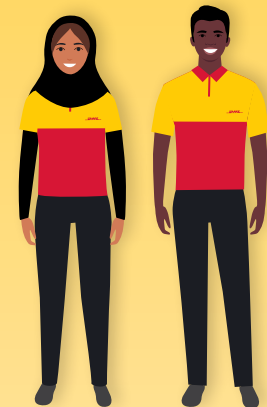
**148.000**  
Service Points

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.

DHL's priority is investing in the development of employees, services and technologies that will help society avoid environmental pollution and other damage, through the electrification of vehicles and investments in office buildings so that they are carbon neutral. Thanks to the investments we have made in Croatia and our incredibly talented people, we are heading into another great year.

**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 +385 1 6651 111 or you can reach me directly through the "[Go Straight to the Top!](#)" online form.

Sincerely,

Srebrenka Saks  
Country Manager  
DHL Express Croatia



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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



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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
<b>Service description</b>	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
<b>Money-back guarantee</b>	No	Yes*	Yes*	No
<b>Countries and territories covered</b>	More than 220	62	26	33
<b>Delivery attempts</b>	2	2	2	2
<b>Maximum piece weight (not on pallet)</b>	70kg	70kg	30kg	70kg
<b>Maximum pieces per shipment</b>	–	10	10	–
<b>Maximum piece dimensions (L x W x H)**</b>	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm
<b>Maximum pallet weight</b>	1.000kg	Pallets not accepted	Pallets not accepted	1.000kg
<b>Maximum shipment weight</b>	3.000kg	300kg	300kg	1.000kg
<b>Maximum pallet dimensions (L x W x H)</b>	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](https://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.

DHL Economy Select Import service is available 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, 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](https://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.

### 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.

### Shipment Preparation

This is a convenient, fast and reliable service for seasonal or irregular shipments that require extra resources for their preparation. DHL manages the entire process of waybill preparation, content selection, labeling and packaging, then sends the shipments to the designated addresses.

### 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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## ➔ OPTIONAL SERVICES

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### Verbal Notification

Customer Service will contact you by phone and provide verbal updates on agreed key transport events or incidents with a potential impact on transit time.

### 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.

### 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](https://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.

### 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](http://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 working 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.

### 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.

### 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.

### 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.

### Preferential Origin

On shipper request, the preparation or provision of a Certificate of Origin/Proof of Preference or other similar forms by DHL to certify the goods in a particular export shipment have been produced, manufactured or processed in a particular country allowing preferential rates of duty to be claimed at destination and/or compliance with trade barriers. Common examples are EUR1 and ATR.

### 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.

# HOW TO SHIP WITH DHL EXPRESS

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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).



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# HOW TO SHIP WITH DHL EXPRESS

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## 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](http://mydhl.express.dhl) for more guidance.

COMMERCIAL INVOICE								
<b>SENDER</b>				<b>GENERAL INFORMATION</b>				
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:				
<b>RECEIVER</b>				<b>BILLED TO/IMPORTER OF RECORD (IOR) <i>(if different from Receiver)</i></b>				
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:				
<b>OTHER REMARKS</b>								
<i>Please add any additional critical information or specific country clearance requirements that might be relevant e.g. bank details, special formalities etc.</i>								
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								
						<b>Total Goods Value &amp; Currency</b>	<b>Total Net Weight</b>	<b>Total Gross Weight</b>
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: _____					



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## 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](https://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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## Preparing Your Shipment

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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.

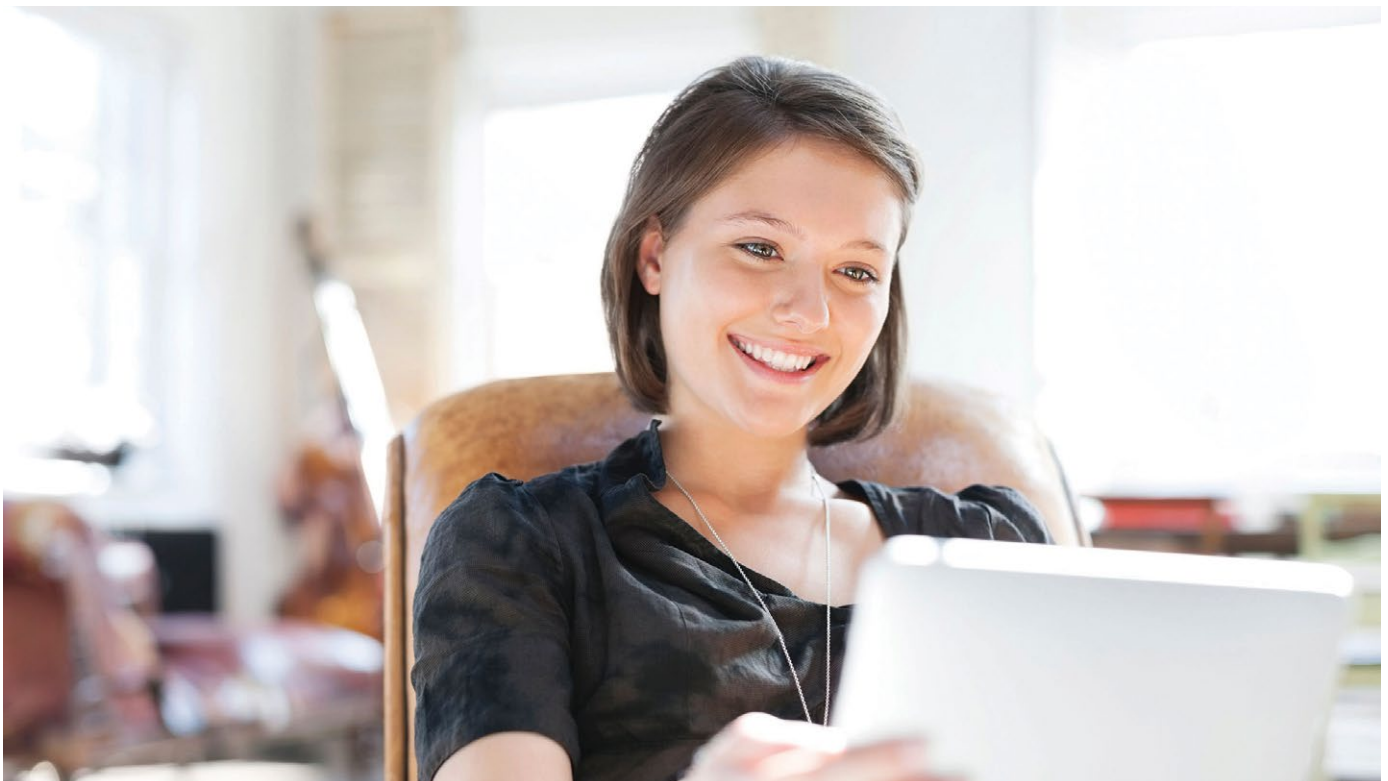
- Air guns, tasers, imitation or replica firearms, firearm parts and replica ammunition (includes rifle butts, trigger mechanisms, screws/bolts etc which are manufactured for the sole purpose of creating a functional firearm)
- Antiques and works of art with a shipment value in excess of €500.000
- Banderols/Tax 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

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 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](https://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](https://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.

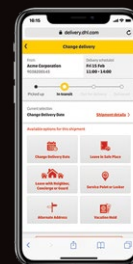
And the benefits for you? You can support clearing customs more quickly and more accurately, help avoid delays and unexpected customs or tax costs, and pre-plan your shipment journeys so that you understand potential prohibitions and restrictions.

[dhl.com/express/mygts](https://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](https://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 Croatian. It tracks your shipments, answers queries and directs you to FAQs.



[Chat with us now!](#)

# ZONES AND RATES

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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 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 0,33 EUR per kg
Dedicated Pickup	Per shipment	0,45 EUR per kg with minimum of 30 EUR
Dedicated Delivery	Per shipment	40 EUR
Saturday Pickup	Per shipment	30 EUR
Saturday Delivery	Per shipment	40 EUR
Shipment Insurance	By shipment value	11 EUR or 1% of stated shipment value if higher
Extended Liability	Per shipment	5 EUR
Shipment Preparation	Per shipment	25 EUR
<b>Packaging Supplies</b>		
Plastic Flyer Stack	Per stack	20 EUR per stack (100 flyers)
Bulk Packaging	Per stack	Variable
<b>Duty Billing Services</b>		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of 16 EUR
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 12 EUR
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 12 EUR
Verbal Notification	Per shipment	5 EUR
Hold for Collection	No charge	No charge
Verified Delivery	Per shipment	5 EUR
Residential Address	Per shipment	5 EUR
Direct Signature	Per shipment	5 EUR
Adult Signature	Per shipment	5 EUR
No Signature Required	No charge	No charge
Change of Billing	Per invoice	12 EUR
Neutral Delivery	Per shipment	5 EUR

For a full list of optional services, please visit [mydhl.express.dhl](https://mydhl.express.dhl).

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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 <a href="#">here</a>
Remote Area Delivery	Per shipment	0,5 EUR per kg 21 EUR minimum per shipment
Remote Area Pickup	Per shipment	0,5 EUR per kg 21 EUR minimum per shipment
<b>Additional Handling</b>		
Overweight Piece	Per piece	95 EUR
Oversize Piece	Per piece	50 EUR
Non-Stackable Pallet	Per piece	275 EUR
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
<b>Dangerous Goods</b>		
Excepted Quantities	Per shipment	10 EUR
Dry Ice (UN1845)	Per shipment	12 EUR
Lithium Batteries <b>with</b> equipment		
Lithium Ion PI966, Section II	Per shipment	5 EUR
Lithium Metal PI969, Section II	Per shipment	5 EUR
Lithium Batteries <b>in</b> equipment	No charge	No charge
Full Dangerous Goods	Per shipment	100 EUR
Consumer Goods ID8000	Per shipment	25 EUR
ADR Load Exemptions	Per shipment	100 EUR
Limited Quantities	Per shipment	25 EUR
Address Correction	Per shipment	11 EUR
Data Entry	Per shipment	10 EUR
<b>Security Charges</b>		
Elevated Risk	Per shipment	30 EUR
Restricted Destination	Per shipment	30 EUR

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

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## CUSTOMS SERVICES

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Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	45 EUR
Clearance Processing	Per shipment	10 EUR
Permits and Licenses	Per shipment	45 EUR plus cost of certificate
Bonded Storage	Per shipment, per day after three working days	11 EUR per shipment and 0,22 EUR per kg (both per day after three working days)
Multiline Entry	Rate per line, after five lines	5 EUR
Release to Broker	Per shipment	45 EUR
Other Government Agency	Per shipment	45 EUR plus cost of certificate
Temporary Import Export	Per shipment	45 EUR
Preferential Origin	Per shipment	10 EUR
Export Declaration	Per shipment	10 EUR for shipment values exceeding 1.000 EUR declared value

For a full list of customs services, please visit [mydhl.express.dhl](https://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	7	✓			✓		
Albania	4	✓			✓		
Algeria	7	✓			✓		
American Samoa	7	✓			✓		
Andorra	4	✓			✓		
Angola	7	✓	✓		✓		
Anguilla	7	✓			✓		
Antigua	7	✓			✓		
Argentina	7	✓	✓		✓		
Armenia	7	✓			✓		
Aruba	7	✓			✓		
Australia	7	✓			✓		
Austria	1	✓	✓	✓	✓	✓	✓
Azerbaijan	7	✓			✓		
Bahamas	7	✓			✓		
Bahrain	7	✓	✓	✓	✓		
Bangladesh	7	✓			✓		
Barbados	7	✓			✓		
Belarus	7	✓			✓		
Belgium	2	✓	✓	✓	✓	✓	✓
Belize	7	✓			✓		
Benin	7	✓			✓		
Bermuda	7	✓			✓		
Bhutan	7	✓			✓		
Bolivia	7	✓			✓		
Bonaire	7	✓			✓		
Bosnia and Herzegovina	4	✓			✓		
Botswana	7	✓			✓		
Brazil	7	✓	✓		✓		
Brunei	7	✓			✓		
Bulgaria	2	✓	✓		✓	✓	✓
Burkina Faso	7	✓			✓		
Burundi	7	✓			✓		
Cambodia	7	✓			✓		
Cameroon	7	✓	doc		✓		
Canada	5	✓			✓		
Canary Islands, The	7	✓			✓		
Cape Verde	7	✓			✓		
Cayman Islands	7	✓			✓		
Central African Republic	7	✓			✓		
Chad	7	✓			✓		
Chile	7	✓			✓		
China, People's Republic	6	✓			✓		
Colombia	7	✓	✓		✓		
Comoros	7	✓			✓		
Congo	7	✓			✓		
Congo, Democratic Rep. of	7	✓			✓		
Cook Islands	7	✓			✓		
Costa Rica	7	✓			✓		
Cote d'Ivoire	7	✓			✓		
Croatia	0	✓			✓	0	0
Cuba	7	✓			✓		
Curacao	7	✓			✓		
Cyprus	3	✓	doc		✓		
Czech Republic, The	1	✓	✓		✓	✓	✓
Denmark	3	✓	✓	✓	✓	✓	✓
Djibouti	7	✓			✓		
Dominica	7	✓			✓		
Dominican Republic	7	✓			✓		

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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](https://dct.dhl.com). Pieces with a single base length up to 300cm are accepted. Additional surcharges may apply.

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

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

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

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## Export rates by zone and product

### DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Envelopes up to 0,3kg							
0,3	83	84	85	86	91	94	126
Documents only up to 2kg							
0,5	88	91	93	94	95	100	128
1	107	111	113	114	115	120	148
1,5	126	130	133	134	135	140	168
2	145	149	153	154	155	160	188
Documents from 2,5kg and non-documents from 0,5kg							
0,5	88	91	93	100	104	107	136
1	107	111	114	122	127	130	160
1,5	126	131	135	143	150	153	184
2	145	151	156	164	173	176	208
2,5	163	171	177	185	195	199	232
3	174	183	189	197	211	217	253
3,5	185	195	201	209	227	235	274
4	196	207	213	221	243	253	295
4,5	207	219	225	233	259	271	316
5	218	231	237	245	275	289	337
5,5	228	242	249	257	291	307	358
6	238	253	261	269	307	325	379
6,5	248	264	273	281	323	343	400
7	258	275	285	293	339	361	421
7,5	268	286	297	305	355	379	442
8	278	297	309	317	371	397	463
8,5	288	308	321	329	387	415	484
9	298	319	333	341	403	433	505
9,5	308	330	345	353	419	451	526
10	318	341	357	365	435	469	547
11	332	355	373	381	461	497	585
12	346	369	389	397	487	525	623
13	360	383	405	413	513	553	661
14	374	397	421	429	539	581	699
15	388	411	437	445	565	609	737
16	402	425	453	461	591	637	775
17	416	439	469	477	617	665	813
18	430	453	485	493	643	693	851

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## Export rates by zone and product

### ➔ DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
19	444	467	501	509	669	721	889
20	458	481	517	525	695	749	927
21	472	497	533	541	715	771	955
22	486	513	549	557	735	793	983
23	500	529	565	573	755	815	1.011
24	514	545	581	589	775	837	1.039
25	528	561	597	605	795	859	1.067
26	542	577	613	621	815	881	1.095
27	556	593	629	637	835	903	1.123
28	570	609	645	653	855	925	1.151
29	584	625	661	669	875	947	1.179
30	598	641	677	685	895	969	1.207
40	728	781	817	825	1.095	1.189	1.467
50	858	921	957	965	1.295	1.409	1.727
60	988	1.061	1.097	1.105	1.495	1.629	1.987
70	1.118	1.201	1.237	1.245	1.695	1.849	2.247
For each additional 0,5kg							
Above 10	7	7	8	8	13	14	19
Above 20	7	8	8	8	10	11	14
For each additional 1kg							
30,1 - 70,0	13	14	14	14	20	22	26
70,1 - 300,0	14	15	15	16	20	22	26
300,1 - 3.000*	16	17	17	18	23	25	29

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day to over 62 countries worldwide.

Add 5 EUR 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 26 countries worldwide. Add 35 EUR 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.

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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	88	91	94	96
2	119	123	127	129
3	140	145	149	151
4	161	167	171	173
5	182	189	193	195
6	190	198	202	204
7	198	207	211	213
8	206	216	220	222
9	214	225	229	231
10	222	234	238	240
11	222,50	234,50	238,50	240,50
12	223	235	239	241
13	223,50	235,50	239,50	241,50
14	224	236	240	242
15	224,50	236,50	240,50	242,50
16	225	237	241	243
17	225,50	237,50	241,50	243,50
18	226	238	242	244
19	226,50	238,50	242,50	244,50
20	227	239	243	245
21	227,50	239,50	243,50	245,50

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 10
22	228	240	244	246
23	228,50	240,50	244,50	246,50
24	229	241	245	247
25	229,50	241,50	245,50	247,50
26	230	242	246	248
27	230,50	242,50	246,50	248,50
28	231	243	247	249
29	231,50	243,50	247,50	249,50
30	232	244	248	250
40	242	254	258	265
50	252	264	268	280
60	262	274	278	295
70	272	284	288	310
80	298	312	316	340
90	324	340	344	370
100	350	368	372	400
For each additional 1kg				
Above 30	1	1	1	1,50
For each additional 5kg				
Above 70	13	14	14	15
Above 300*	17	18	18	19

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
Documents only up to 2kg							
0,5	88	91	93	94	95	100	128
1	107	111	113	114	115	120	148
1,5	126	130	133	134	135	140	168
2	145	149	153	154	155	160	188
Documents from 2,5kg and non-documents from 0,5kg							
0,5	88	91	93	100	104	107	136
1	107	111	114	122	127	130	160
1,5	126	131	135	143	150	153	184
2	145	151	156	164	173	176	208
2,5	163	171	177	185	195	199	232
3	174	183	189	197	211	217	253
3,5	185	195	201	209	227	235	274
4	196	207	213	221	243	253	295
4,5	207	219	225	233	259	271	316
5	218	231	237	245	275	289	337
5,5	228	242	249	257	291	307	358
6	238	253	261	269	307	325	379
6,5	248	264	273	281	323	343	400
7	258	275	285	293	339	361	421
7,5	268	286	297	305	355	379	442
8	278	297	309	317	371	397	463
8,5	288	308	321	329	387	415	484
9	298	319	333	341	403	433	505
9,5	308	330	345	353	419	451	526
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Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
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30	598	641	677	685	895	969	1.207
40	728	781	817	825	1.095	1.189	1.467
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70	1.118	1.201	1.237	1.245	1.695	1.849	2.247
For each additional 0,5kg							
Above 10	7	7	8	8	13	14	19
Above 20	7	8	8	8	10	11	14
For each additional 1kg							
30,1 - 70,0	13	14	14	14	20	22	26
70,1 - 300,0	14	15	15	16	20	22	26
300,1 - 3.000*	16	17	17	18	23	25	29

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	88	91	94	96
2	119	123	127	129
3	140	145	149	151
4	161	167	171	173
5	182	189	193	195
6	190	198	202	204
7	198	207	211	213
8	206	216	220	222
9	214	225	229	231
10	222	234	238	240
11	222,50	234,50	238,50	240,50
12	223	235	239	241
13	223,50	235,50	239,50	241,50
14	224	236	240	242
15	224,50	236,50	240,50	242,50
16	225	237	241	243
17	225,50	237,50	241,50	243,50
18	226	238	242	244
19	226,50	238,50	242,50	244,50
20	227	239	243	245
21	227,50	239,50	243,50	245,50

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 10
22	228	240	244	246
23	228,50	240,50	244,50	246,50
24	229	241	245	247
25	229,50	241,50	245,50	247,50
26	230	242	246	248
27	230,50	242,50	246,50	248,50
28	231	243	247	249
29	231,50	243,50	247,50	249,50
30	232	244	248	250
40	242	254	258	265
50	252	264	268	280
60	262	274	278	295
70	272	284	288	310
80	298	312	316	340
90	324	340	344	370
100	350	368	372	400
For each additional 1kg				
Above 30	1	1	1	1.5
For each additional 5kg				
Above 70	13	14	14	15
Above 300*	17	18	18	19

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