



DHL EXPRESS

# SERVICE & RATE GUIDE 2024

## INDIA

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Get a quote from [MyDHL+](#)



# CONNECTING YOUR WORLD

**220**  
countries and  
territories served



**500+**  
airports served  
worldwide



**3,500**  
facilities

**300+**  
aircraft

**2,400+**  
flights per day



**34,500**  
vehicles



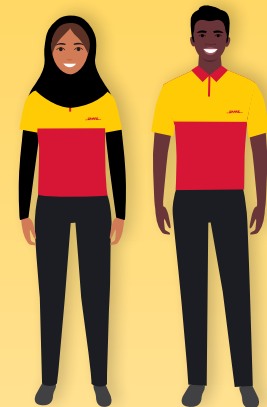
**148,000**  
Service Points

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

MISSION 2050  
**ZERO EMISSIONS**  
GOGREEN

**296**  
million

Time Definite shipments  
per year



**120,000**  
employees



**415**  
TAPA\* certifications



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

# DEAR CUSTOMER

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

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

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

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

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

In conclusion, please use this guide to learn how DHL Express products, services and tools can meet your logistics needs. **Thank you** for trusting us to be your Logistics Partner of Choice. Tell us how we can support your growth: reach out to us on [MyDHL+](#) or by calling Customer Service on 1800 111 345 / 1800 209 1345.

Sincerely,

R.S. Subramanian  
Country Manager  
DHL Express India



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# SUSTAINABILITY

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

## OUR TARGETS FOR 2030

**<29 million**

Reduction in our greenhouse gas emissions to under 29 million tonnes

**€7 billion**

Investment of €7 billion in green technologies

**SBTi**


Commitment to SBTi (Science-Based Targets initiatives)

**30%**

SAF blending of 30% for all air transport


## CLEAN OPERATIONS FOR CLIMATE PROTECTION


### Leader in sustainable aviation


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

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

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

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

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

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

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



## GREAT COMPANY TO WORK FOR ALL

- Attract and retain the best talent
- Strong 'Safety First' culture
- Diverse and inclusive workplace

## HIGHLY TRUSTED COMPANY

- Compliance as an integral part of daily business
- Effective governance set-up across our organization
- Like-minded and compliant suppliers and partners



# SERVICE OFFERING

## Export Services

## Import Services

## Enabling Your Growth

## Optional Services

## Surcharges

## Customs Services

Our core services are Time Definite International (TDI) and offer you secure door-to-door delivery of goods and documents to and from virtually every country and territory. Whether you need your shipments delivered at the start, middle or end of a business day, our services offer full track-and-trace visibility so you always know where your shipments are.

## EXPORT SERVICES

### DHL Express Worldwide

Our most popular product, DHL Express Worldwide, offers an end of business day delivery service around the world for pieces up to 70kg and shipments up to 3,000kg.

We deliver reliably and quickly to more global destinations across a single integrated network than any other express delivery company.

### DHL Express 12:00

With DHL Express 12:00 you will receive your shipments before 12 noon on the next possible business day. DHL Express 12:00 offers a money-back guarantee\* and allows for pieces up to 70kg and shipments up to 300kg.

### DHL Express 9:00 (10:30 to the USA)

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

### Our international services at a glance

	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00 (10:30 to the USA)
<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
<b>Money-back guarantee</b>	No	Yes*	Yes*
<b>Countries and territories covered</b>	More than 220	87	28
<b>Delivery attempts</b>	2	2	2
<b>Maximum piece weight (not on pallet)</b>	70kg	70kg	30kg
<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
<b>Maximum pallet weight</b>	1,000kg	Pallets not accepted	Pallets not accepted
<b>Maximum shipment weight</b>	3,000kg	300kg	300kg
<b>Maximum pallet dimensions (L x W x H)</b>	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted

\*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.

If you need a faster delivery, our DHL Express 12:00 service is available for import as well. 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.



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## GLOBAL TRADE AND YOU

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

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

**Trade growth expanding** across a broader range of countries

**New poles emerging:** world trade center of gravity moving south

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



## POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

### Discover and grow

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

### International e-commerce

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

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

### Fast, flexible and easy

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



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## OPTIONAL SERVICES

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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.

### 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.

### 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.

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

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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.

### 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**).



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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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.

### 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.

### 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.

### 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.



# HOW TO SHIP WITH DHL EXPRESS

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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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## 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) (if different from Receiver)</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>								
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								
						<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: _____					



# HOW TO SHIP WITH DHL EXPRESS

## Preparing Your Shipment

## Packaging Your Shipment

## Paying for Your Shipment

## PACKAGING YOUR SHIPMENT

To ensure that your shipments travel safely and securely through the DHL Express global network, it is important that they are packaged and labeled correctly.

### Packaging guidelines

- If you are re-using envelopes or boxes, please ensure that old labels and markings are removed
- Securely fix a waybill to each piece in your shipment. The waybill can be thought of as the shipment's airline ticket and it will delay delivery if it becomes separated from your shipment
- The barcodes on the waybill are scanned at numerous points during your shipment's journey. Please ensure the barcode is flat and not covered by tape, shrinkwrap or strapping
- Place a waybill on the top or side of each piece in your shipment and please ensure it does not overlap the corners or edges of boxes
- Use adequate protective wrapping for fragile or delicate items and ensure they are packed as far away as possible from the corners of boxes
- To prevent injury to our employees, please pay special attention to the packaging of sharp items. There should not be any possibility of the contents piercing the packaging
- Any individual pieces over 70kg should be placed on a pallet. If you are sending a multi-piece shipment, it is not necessary to place the individual pieces on a pallet unless they exceed 70kg. For example, a shipment comprising four 25kg pieces does not have to be placed on a pallet

### DHL packaging

We offer a range of high-quality DHL-branded packaging items, suitable for shipping items of all shapes and sizes.

The items available include:

- Flyers
- Paperback envelopes
- Boxes in a range of sizes

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)



# HOW TO SHIP WITH DHL EXPRESS

## Preparing Your Shipment

### Restricted Items

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

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

## Packaging Your Shipment

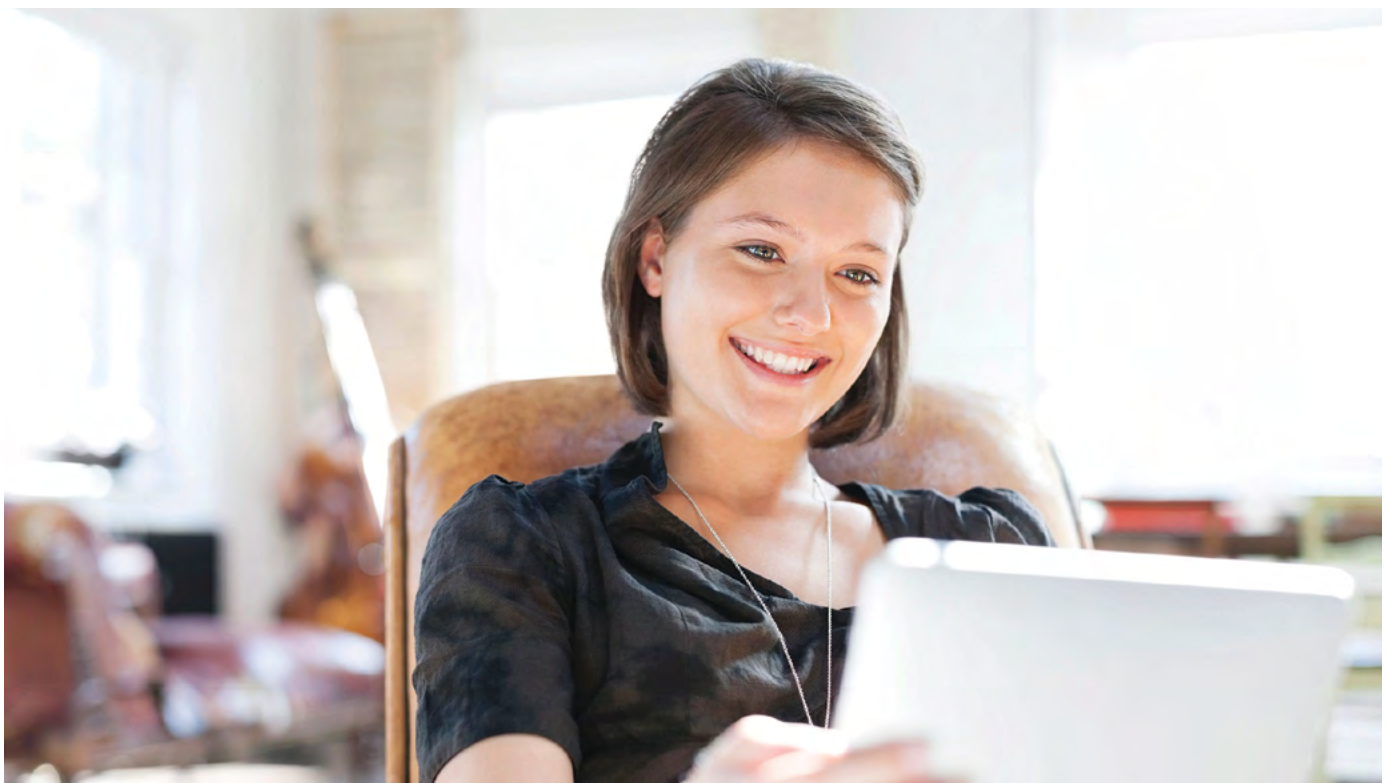
Agreement on Dangerous Goods by Road ("ADR") or International Maritime Dangerous Goods ("IMDG") regulations

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

## Paying for Your Shipment

### 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 on 1800 111 345 / 1800 209 1345 or go to [mydhl.express.dhl](https://mydhl.express.dhl).





# DIGITALIZATION

- Connecting Your World
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- Digitalization
- Zones and Rates

**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)

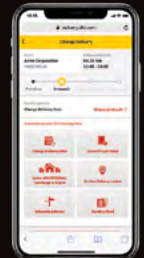


## DHL IMPORT EASY TOOL (DIET)

DIET gives you absolute power over your import shipments, by putting you in control. Reduce admin hassles by overseeing all your imports under one easy-to-use online tool, give clearance instructions to all stakeholders with one click and upload and download customs paperwork from the dashboard. Get started today [here](#).

## 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

# DIGITALIZATION

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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. 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.

# ZONES AND RATES

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.



How quickly do you want your shipment 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 INR 26 per kg
Dedicated Pickup	Per shipment	INR 40 per kg with minimum of INR 2,670
Dedicated Delivery	Per shipment	INR 40 per kg with minimum of INR 3,600
Saturday Pickup	Per shipment	INR 2,700
Saturday Delivery	Per shipment	INR 3,600
Shipment Insurance	By shipment value	INR 1,000 or 1% of stated shipment value if higher
Extended Liability	Per shipment	INR 450
Shipment Preparation	Per shipment	INR 2,600
<b>Packaging Supplies</b>		
Plastic Flyer Stack	Per stack	INR 1,600 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 INR 2,350
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of INR 1,070
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of INR 1,070
Hold for Collection	No charge	No charge
Residential Address	Per shipment	INR 450
Direct Signature	Per shipment	INR 450
Adult Signature	Per shipment	INR 450
No Signature Required	No charge	No charge
Printed Invoice	Per invoice	INR 250
Change of Billing	Per invoice	INR 1,100
Neutral Delivery	Per shipment	INR 500

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

# ZONES AND RATES

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[Customs Services](#)
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[Import Services](#)

## 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	INR 45 per kg INR 2,350 minimum per shipment
Remote Area Pickup	Per shipment	INR 45 per kg INR 2,350 minimum per shipment
<b>Additional Handling</b>		
Overweight Piece	Per piece	INR 8,500
Oversize Piece	Per piece	INR 4,500
Non-Stackable Pallet	Per piece	INR 24,500
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	INR 1,000
Lithium Batteries <b>with</b> equipment		
Lithium Ion PI966, Section II	Per shipment	INR 450
Lithium Metal PI969, Section II	Per shipment	INR 450
Lithium Batteries <b>in</b> equipment	No charge	No charge
Full Dangerous Goods	Per shipment	INR 9,000
Address Correction	Per shipment	INR 1,000
Data Entry	Per shipment	INR 900
<b>Security Charges</b>		
Elevated Risk	Per shipment	INR 2,700
Restricted Destination	Per shipment	INR 2,700

Please visit our website for a full list of [surcharges](#).



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## CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	INR 3,500
Clearance Processing	Per shipment	INR 1,000
Permits and Licenses	Per shipment	INR 4,000 plus cost of certificate
Bonded Storage	Per shipment, per day after three calendar days	INR 550 per shipment and INR 11 per kg (both per day after three calendar days)
Multiline Entry	Rate per line, after five lines	INR 440
Release to Broker	Per shipment	INR 4,000
Broker Notification	Per shipment	INR 3,150
Temporary Import Export	Per shipment	INR 4,000
Export Declaration	Per shipment	INR 2,800

Please visit our website for a full list of [customs services](#).



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## SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Afghanistan	10	✓			✓
Albania	7	✓			✓
Algeria	10	✓			✓
American Samoa	10	✓			✓
Andorra	7	✓			✓
Angola	10	✓	✓		✓
Anguilla	10	✓			✓
Antigua	10	✓			✓
Argentina	9	✓	✓		✓
Armenia	10	✓			✓
Aruba	10	✓			✓
Australia	6	✓	✓	Doc	✓
Austria	7	✓	✓	Doc	✓
Azerbaijan	10	✓			✓
Bahamas	10	✓			✓
Bahrain	4	✓	Doc		✓
Bangladesh	1	✓			✓
Barbados	10	✓			✓
Belarus	10	✓			✓
Belgium	7	✓	✓	Doc	✓
Belize	10	✓			✓
Benin	10	✓			✓
Bermuda	10	✓			✓
Bhutan	1	✓			✓
Bolivia	9	✓			✓
Bonaire	10	✓			✓
Bosnia and Herzegovina	7	✓			✓
Botswana	10	✓	Doc		✓
Brazil	9	✓	✓		✓
Brunei	5	✓			✓
Bulgaria	7	✓	✓		✓
Burkina Faso	10	✓	Doc		✓
Burundi	10	✓			✓
Cambodia	5	✓	Doc		✓
Cameroon	10	✓	✓		✓
Canada	8	✓	✓		✓
Canary Islands, The	7	✓			✓
Cape Verde	10	✓			✓
Cayman Islands	10	✓			✓
Central African Republic	10	✓			✓
Chad	10	✓			✓
Chile	9	✓	✓		✓
China, People's Republic	3	✓	Doc		✓
Colombia	9	✓	✓	Doc	✓
Comoros	10	✓			✓
Congo	10	✓			✓
Congo, Democratic Rep. of	10	✓	Doc		✓
Cook Islands	10	✓			✓
Costa Rica	10	✓	Doc		✓
Cote d'Ivoire	10	✓	Doc		✓
Croatia	7	✓			✓
Cuba	10	✓			✓
Curacao	10	✓			✓
Cyprus	7	✓	Doc		✓
Czech Republic, The	7	✓	✓		✓
Denmark	7	✓	✓	Doc	✓
Djibouti	10	✓			✓
Dominica	10	✓			✓
Dominican Republic	10	✓			✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Ecuador	9	✓	Doc		✓
Egypt	10	✓	Doc		✓
El Salvador	10	✓			✓
Eritrea	10	✓			✓
Estonia	7	✓	✓		✓
Eswatini	10	✓			✓
Ethiopia	10	✓	✓		✓
Falkland Islands	10	✓			✓
Faroe Islands	10	✓			✓
Fiji	10	✓			✓
Finland	7	✓	✓		✓
France	7	✓	✓	Doc	✓
French Guiana	9	✓			✓
Gabon	10	✓	Doc		✓
Gambia	10	✓			✓
Georgia	10	✓			✓
Germany	7	✓	✓	Doc	✓
Ghana	10	✓	Doc		✓
Gibraltar	7	✓			✓
Greece	7	✓	✓		✓
Greenland	10	✓			✓
Grenada	10	✓			✓
Guadeloupe	10	✓			✓
Guam	10	✓			✓
Guatemala	10	✓	Doc		✓
Guernsey	7	✓	✓	Doc	✓
Guinea Republic	10	✓			✓
Guinea-Bissau	10	✓			✓
Guinea-Equatorial	10	✓			✓
Guyana (British)	9	✓			✓
Haiti	10	✓			✓
Honduras	10	✓			✓
Hong Kong SAR China	2	✓	✓	Doc	✓
Hungary	7	✓	✓		✓
Iceland	10	✓	✓		✓
India	-	✓			✓
Indonesia	5	✓			✓
Iran, Islamic Rep. of	10	✓			✓
Iraq	10	✓	Doc		✓
Ireland, Rep. of	7	✓	✓	Doc	✓
Israel	7	✓			✓
Italy	7	✓	✓	Doc	✓
Jamaica	10	✓			✓
Japan	5	✓	✓		✓
Jersey	7	✓	Doc	Doc	✓
Jordan	4	✓	Doc		✓
Kazakhstan	10	✓	✓		✓
Kenya	10	✓	✓		✓
Kiribati	10	✓			✓
Korea, D.P.R. of (North)	10	✓			✓
Korea, Rep. of (South)	5	✓	✓		✓
Kosovo	7	✓			✓
Kuwait	4	✓	Doc		✓
Kyrgyzstan	10	✓			✓
Lao P.D.R.	5	✓			✓
Latvia	7	✓			✓
Lebanon	10	✓	✓		✓
Lesotho	10	✓			✓
Liberia	10	✓			✓

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

# ZONES AND RATES

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## ➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Libya	10	✓			✓
Liechtenstein	7	✓			✓
Lithuania	7	✓	Doc		✓
Luxembourg	7	✓	✓	Doc	✓
Macau SAR China	5	✓			✓
Madagascar	10	✓	✓		✓
Malawi	10	✓			✓
Malaysia	2	✓	✓		✓
Maldives	1	✓			✓
Mali	10	✓			✓
Malta	7	✓			✓
Marshall Islands	10	✓			✓
Martinique	10	✓			✓
Mauritania	10	✓			✓
Mauritius	10	✓			✓
Mayotte	10	✓			✓
Mexico	8	✓			✓
Micronesia, Fed. States of	10	✓			✓
Moldova, Rep. of	10	✓			✓
Monaco	7	✓			✓
Mongolia	10	✓			✓
Montenegro, Rep. of	7	✓			✓
Montserrat	10	✓			✓
Morocco	10	✓			✓
Mozambique	10	✓	Doc		✓
Myanmar	5	✓			✓
Namibia	10	✓	Doc		✓
Nauru, Rep. of	10	✓			✓
Nepal	1	✓			✓
Netherlands, The	7	✓	✓	Doc	✓
Nevis	10	✓			✓
New Caledonia	10	✓			✓
New Zealand	6	✓	✓		✓
Nicaragua	10	✓	Doc		✓
Niger	10	✓			✓
Nigeria	10	✓	Doc	Doc	✓
Niue	10	✓			✓
North Macedonia	7	✓			✓
Northern Mariana Islands	10	✓			✓
Norway	7	✓	✓		✓
Oman	4	✓	✓		✓
Pakistan	4	✓	Doc		✓
Palau	10	✓			✓
Panama	10	✓			✓
Papua New Guinea	6	✓			✓
Paraguay	9	✓	✓		✓
Peru	9	✓	Doc		✓
Philippines, The	5	✓	✓	Doc	✓
Poland	7	✓	✓	Doc	✓
Portugal	7	✓	✓		✓
Puerto Rico	10	✓			✓
Qatar	4	✓	Doc		✓
Reunion, Island of	10	✓			✓
Romania	7	✓	✓		✓
Russian Federation, The	10	✓			✓
Rwanda	10	✓	Doc		✓
Samoa	10	✓			✓
San Marino	7	✓			✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Sao Tome & Principe	10	✓			✓
Saudi Arabia	4	✓	✓		✓
Senegal	10	✓			✓
Serbia, Rep. of	7	✓			✓
Seychelles	10	✓			✓
Sierra Leone	10	✓			✓
Singapore	2	✓	✓	Doc	✓
Slovakia	7	✓	✓	Doc	✓
Slovenia	7	✓	✓		✓
Solomon Islands	10	✓			✓
Somalia	10	✓			✓
Somaliland, Rep. (N. Somalia)	10	✓			✓
South Africa	9	✓	✓	Doc	✓
South Sudan	10	✓			✓
Spain	7	✓	✓	Doc	✓
Sri Lanka	1	✓	✓		✓
St. Barthelemy	10	✓			✓
St. Eustatius	10	✓			✓
St. Helena	10	✓			✓
St. Kitts	10	✓			✓
St. Lucia	10	✓			✓
St. Maarten	10	✓		Doc	✓
St. Vincent	10	✓			✓
Sudan	10	✓			✓
Suriname	9	✓			✓
Sweden	7	✓	✓	Doc	✓
Switzerland	7	✓	✓	Doc	✓
Syria	10	✓			✓
Tahiti	10	✓			✓
Taiwan, China	5	✓	✓	Doc	✓
Tajikistan	10	✓			✓
Tanzania	10	✓			✓
Thailand	2	✓	✓	Doc	✓
Timor-Leste	5	✓			✓
Togo	10	✓			✓
Tonga	10	✓			✓
Trinidad and Tobago	10	✓			✓
Tunisia	10	✓			✓
Türkiye	7	✓	✓		✓
Turkmenistan	10	✓			✓
Turks and Caicos Islands	10	✓			✓
Tuvalu	10	✓			✓
Uganda	10	✓	Doc		✓
Ukraine	10	✓			✓
United Arab Emirates	1	✓	✓	Doc	✓
United Kingdom	7	✓	✓	Doc	✓
United States of America	8	✓	✓		✓
Uruguay	9	✓			✓
Uzbekistan	10	✓			✓
Vanuatu	10	✓			✓
Vatican City	7	✓			✓
Venezuela	9	✓			✓
Vietnam	5	✓	Doc		✓
Virgin Islands (British)	10	✓			✓
Virgin Islands (US)	10	✓			✓
Yemen, Rep. of	10	✓			✓
Zambia	10	✓	✓		✓
Zimbabwe	10	✓			✓

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# ZONES AND RATES

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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	Zone 8	Zone 9	Zone 10
Documents only up to 2kg										
0.5	2,921	3,624	3,810	3,893	4,221	4,323	4,039	4,111	5,236	6,162
1	3,729	4,718	4,988	5,031	5,543	5,625	5,247	5,177	7,136	7,902
1.5	4,410	5,641	6,000	6,070	6,662	6,709	6,093	6,045	8,304	9,344
2	5,091	6,564	7,012	7,109	7,781	7,793	6,939	6,913	9,472	10,786
Documents from 2.5kg and non-documents from 0.5kg										
0.5	3,616	4,775	5,029	5,236	5,372	5,538	5,143	5,289	6,469	7,489
1	4,707	5,904	6,279	6,457	6,719	6,819	5,944	6,111	8,538	9,288
1.5	5,417	6,808	7,244	7,439	7,724	7,837	6,745	6,935	9,688	10,730
2	6,127	7,712	8,209	8,421	8,729	8,855	7,546	7,759	10,838	12,172
2.5	6,836	8,616	9,186	9,403	9,735	9,873	8,347	8,583	11,989	13,614
3	7,382	9,299	9,987	10,204	10,558	10,744	9,086	9,354	13,042	14,967
3.5	7,928	9,982	10,788	11,005	11,381	11,615	9,825	10,125	14,095	16,320
4	8,474	10,665	11,589	11,806	12,204	12,486	10,564	10,896	15,148	17,673
4.5	9,020	11,348	12,390	12,607	13,027	13,357	11,303	11,667	16,201	19,026
5	9,566	12,031	13,191	13,408	13,850	14,228	12,042	12,438	17,254	20,379
5.5	9,892	12,424	13,758	13,985	14,447	14,814	12,639	13,084	18,158	21,519
6	10,218	12,817	14,325	14,562	15,044	15,400	13,236	13,730	19,062	22,659
6.5	10,544	13,210	14,892	15,139	15,641	15,986	13,833	14,376	19,966	23,799
7	10,870	13,603	15,459	15,716	16,238	16,572	14,430	15,022	20,870	24,939
7.5	11,196	13,996	16,026	16,293	16,835	17,158	15,027	15,668	21,774	26,079
8	11,522	14,389	16,593	16,870	17,432	17,744	15,624	16,314	22,678	27,219
8.5	11,848	14,782	17,160	17,447	18,029	18,330	16,221	16,960	23,582	28,359
9	12,174	15,175	17,727	18,024	18,626	18,916	16,818	17,606	24,486	29,499
9.5	12,500	15,568	18,294	18,601	19,223	19,502	17,415	18,252	25,390	30,639
10	12,826	15,961	18,861	19,178	19,820	20,088	18,012	18,898	26,294	31,779
10.5	13,205	16,233	19,304	19,612	20,261	20,560	18,435	19,447	27,051	32,595
11	13,584	16,505	19,747	20,046	20,702	21,032	18,858	19,996	27,808	33,411
11.5	13,963	16,777	20,190	20,480	21,143	21,504	19,281	20,545	28,565	34,227
12	14,342	17,049	20,633	20,914	21,584	21,976	19,704	21,094	29,322	35,043
12.5	14,721	17,321	21,076	21,348	22,025	22,448	20,127	21,643	30,079	35,859
13	15,100	17,593	21,519	21,782	22,466	22,920	20,550	22,192	30,836	36,675
13.5	15,479	17,865	21,962	22,216	22,907	23,392	20,973	22,741	31,593	37,491
14	15,858	18,137	22,405	22,650	23,348	23,864	21,396	23,290	32,350	38,307
14.5	16,237	18,409	22,848	23,084	23,789	24,336	21,819	23,839	33,107	39,123
15	16,616	18,681	23,291	23,518	24,230	24,808	22,242	24,388	33,864	39,939
15.5	16,995	18,953	23,734	23,952	24,671	25,280	22,665	24,937	34,621	40,755
16	17,374	19,225	24,177	24,386	25,112	25,752	23,088	25,486	35,378	41,571

Continues overleaf



# ZONES AND RATES

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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	Zone 8	Zone 9	Zone 10
16.5	17,753	19,497	24,620	24,820	25,553	26,224	23,511	26,035	36,135	42,387
17	18,132	19,769	25,063	25,254	25,994	26,696	23,934	26,584	36,892	43,203
17.5	18,511	20,041	25,506	25,688	26,435	27,168	24,357	27,133	37,649	44,019
18	18,890	20,313	25,949	26,122	26,876	27,640	24,780	27,682	38,406	44,835
18.5	19,269	20,585	26,392	26,556	27,317	28,112	25,203	28,231	39,163	45,651
19	19,648	20,857	26,835	26,990	27,758	28,584	25,626	28,780	39,920	46,467
19.5	20,027	21,129	27,278	27,424	28,199	29,056	26,049	29,329	40,677	47,283
20	20,406	21,401	27,721	27,858	28,640	29,528	26,472	29,878	41,434	48,099
21	21,115	22,373	28,706	28,844	30,129	30,909	27,842	31,270	42,771	50,295
22	21,824	23,345	29,691	29,830	31,618	32,290	29,212	32,662	44,108	52,491
23	22,533	24,317	30,676	30,816	33,107	33,671	30,582	34,054	45,445	54,687
24	23,242	25,289	31,661	31,802	34,596	35,052	31,952	35,446	46,782	56,883
25	23,951	26,261	32,646	32,788	36,085	36,433	33,322	36,838	48,119	59,079
26	24,660	27,233	33,631	33,774	37,574	37,814	34,692	38,230	49,456	61,275
27	25,369	28,205	34,616	34,760	39,063	39,195	36,062	39,622	50,793	63,471
28	26,078	29,177	35,601	35,746	40,552	40,576	37,432	41,014	52,130	65,667
29	26,787	30,149	36,586	36,732	42,041	41,957	38,802	42,406	53,467	67,863
30	27,496	31,121	37,571	37,718	43,530	43,338	40,172	43,798	54,804	70,059
Multiplier rate per 1kg from 30.1kg										
30.1 - 70.0	887	1,004	1,212	1,217	1,425	1,431	1,345	1,444	1,768	2,260
70.1 - 300.0	821	919	1,111	1,129	1,311	1,313	1,280	1,404	1,663	2,123
300.1 - 3,000*	843	947	1,142	1,162	1,348	1,352	1,313	1,470	1,728	2,184

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day to over 87 countries worldwide.

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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 INR and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges. Terms and conditions apply – see [mydhl.express.dhl](https://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](https://mydhl.express.dhl). These network restrictions are subject to change with 30 days' notice.

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# ZONES AND RATES

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## Import rates by zone and product

### DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10
Documents only up to 2kg										
0.5	3,505	4,349	4,572	4,672	5,065	5,188	4,847	4,933	6,283	7,394
1	4,475	5,662	5,986	6,038	6,651	6,750	6,297	6,212	8,563	9,482
1.5	5,292	6,770	7,200	7,285	7,994	8,051	7,312	7,254	9,965	11,212
2	6,109	7,878	8,414	8,532	9,337	9,352	8,327	8,296	11,367	12,942
Documents from 2.5kg and non-documents from 0.5kg										
0.5	4,339	5,730	6,035	6,283	6,446	6,646	6,172	6,347	7,763	8,987
1	5,648	7,085	7,535	7,748	8,062	8,183	7,133	7,333	10,246	11,146
1.5	6,500	8,170	8,693	8,926	9,268	9,405	8,094	8,322	11,626	12,876
2	7,352	9,255	9,851	10,104	10,474	10,627	9,055	9,311	13,006	14,606
2.5	8,203	10,340	11,023	11,282	11,681	11,849	10,016	10,300	14,387	16,336
3	8,858	11,160	11,984	12,243	12,669	12,894	10,903	11,225	15,651	17,960
3.5	9,513	11,980	12,945	13,204	13,657	13,939	11,790	12,150	16,915	19,584
4	10,168	12,800	13,906	14,165	14,645	14,984	12,677	13,075	18,179	21,208
4.5	10,823	13,620	14,867	15,126	15,633	16,029	13,564	14,000	19,443	22,832
5	11,478	14,440	15,828	16,087	16,621	17,074	14,451	14,925	20,707	24,456
5.5	11,869	14,912	16,508	16,779	17,337	17,777	15,167	15,700	21,792	25,824
6	12,260	15,384	17,188	17,471	18,053	18,480	15,883	16,475	22,877	27,192
6.5	12,651	15,856	17,868	18,163	18,769	19,183	16,599	17,250	23,962	28,560
7	13,042	16,328	18,548	18,855	19,485	19,886	17,315	18,025	25,047	29,928
7.5	13,433	16,800	19,228	19,547	20,201	20,589	18,031	18,800	26,132	31,296
8	13,824	17,272	19,908	20,239	20,917	21,292	18,747	19,575	27,217	32,664
8.5	14,215	17,744	20,588	20,931	21,633	21,995	19,463	20,350	28,302	34,032
9	14,606	18,216	21,268	21,623	22,349	22,698	20,179	21,125	29,387	35,400
9.5	14,997	18,688	21,948	22,315	23,065	23,401	20,895	21,900	30,472	36,768
10	15,388	19,160	22,628	23,007	23,781	24,104	21,611	22,675	31,557	38,136
10.5	15,843	19,486	23,160	23,528	24,310	24,670	22,119	23,334	32,465	39,115
11	16,298	19,812	23,692	24,049	24,839	25,236	22,627	23,993	33,373	40,094
11.5	16,753	20,138	24,224	24,570	25,368	25,802	23,135	24,652	34,281	41,073
12	17,208	20,464	24,756	25,091	25,897	26,368	23,643	25,311	35,189	42,052
12.5	17,663	20,790	25,288	25,612	26,426	26,934	24,151	25,970	36,097	43,031
13	18,118	21,116	25,820	26,133	26,955	27,500	24,659	26,629	37,005	44,010
13.5	18,573	21,442	26,352	26,654	27,484	28,066	25,167	27,288	37,913	44,989
14	19,028	21,768	26,884	27,175	28,013	28,632	25,675	27,947	38,821	45,968
14.5	19,483	22,094	27,416	27,696	28,542	29,198	26,183	28,606	39,729	46,947
15	19,938	22,420	27,948	28,217	29,071	29,764	26,691	29,265	40,637	47,926
15.5	20,393	22,746	28,480	28,738	29,600	30,330	27,199	29,924	41,545	48,905
16	20,848	23,072	29,012	29,259	30,129	30,896	27,707	30,583	42,453	49,884

Continues overleaf

# ZONES AND RATES

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Customs  
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Service Capability  
and Rating Zones

Export  
Services

Import  
Services

## Import rates by zone and product

### ➔ DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10
16.5	21,303	23,398	29,544	29,780	30,658	31,462	28,215	31,242	43,361	50,863
17	21,758	23,724	30,076	30,301	31,187	32,028	28,723	31,901	44,269	51,842
17.5	22,213	24,050	30,608	30,822	31,716	32,594	29,231	32,560	45,177	52,821
18	22,668	24,376	31,140	31,343	32,245	33,160	29,739	33,219	46,085	53,800
18.5	23,123	24,702	31,672	31,864	32,774	33,726	30,247	33,878	46,993	54,779
19	23,578	25,028	32,204	32,385	33,303	34,292	30,755	34,537	47,901	55,758
19.5	24,033	25,354	32,736	32,906	33,832	34,858	31,263	35,196	48,809	56,737
20	24,488	25,680	33,268	33,427	34,361	35,424	31,771	35,855	49,717	57,716
21	25,339	26,846	34,450	34,610	36,148	37,081	33,415	37,525	51,321	60,351
22	26,190	28,012	35,632	35,793	37,935	38,738	35,059	39,195	52,925	62,986
23	27,041	29,178	36,814	36,976	39,722	40,395	36,703	40,865	54,529	65,621
24	27,892	30,344	37,996	38,159	41,509	42,052	38,347	42,535	56,133	68,256
25	28,743	31,510	39,178	39,342	43,296	43,709	39,991	44,205	57,737	70,891
26	29,594	32,676	40,360	40,525	45,083	45,366	41,635	45,875	59,341	73,526
27	30,445	33,842	41,542	41,708	46,870	47,023	43,279	47,545	60,945	76,161
28	31,296	35,008	42,724	42,891	48,657	48,680	44,923	49,215	62,549	78,796
29	32,147	36,174	43,906	44,074	50,444	50,337	46,567	50,885	64,153	81,431
30	32,998	37,340	45,088	45,257	52,231	51,994	48,211	52,555	65,757	84,066
Multiplier rate per 1kg from 30.1kg										
30.1 - 70.0	1,065	1,205	1,455	1,460	1,710	1,717	1,614	1,733	2,122	2,712
70.1 - 300.0	985	1,103	1,333	1,355	1,573	1,576	1,536	1,685	1,996	2,548
300.1 - 3,000*	1,012	1,136	1,370	1,394	1,618	1,622	1,576	1,764	2,074	2,621

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