



DHL EXPRESS

SERVICE & RATE GUIDE 2023

JAPAN

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CONNECTING YOUR WORLD

Operating in
220+
countries and
territories worldwide



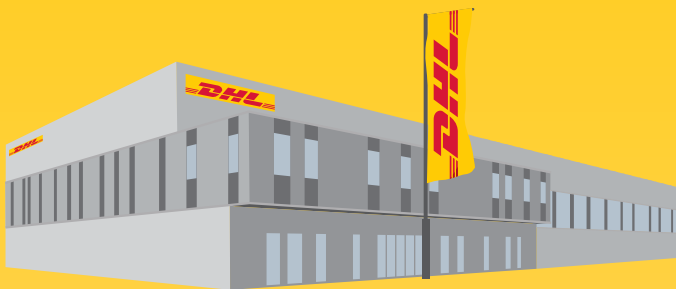
320+
aircraft



2,300+
flights per day



34,600+
vehicles



3,400+
facilities



111,800+
Service Points

523
million+
shipments per year



120,000+
employees

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

MISSION 2050
ZERO EMISSIONS
GOGREEN



370+
TAPA* certifications



Figures are global and are approximate as of the end of 2021
*TAPA = Transported Asset Protection Association

DEAR CUSTOMER

Welcome to the DHL Express Service and Rate Guide 2023. Use this guide to learn how DHL Express products, services and tools can meet your logistics needs. DHL Express is the global market leader and a specialist in Time Definite International (TDI) shipping and courier delivery. We have been building and continuously improving for over 50 years through our team of 120,000 Certified International Specialists, helping more than 2.7 million customers globally.

The world has been buffeted by COVID-19 since 2020. We are proud that DPDHL, having enabled supply chains to move more than 2.5 billion vaccine doses so far, continues to contribute to the solution – and we are adapting every day to a still-evolving situation. Apart from the pandemic, the Ukraine crisis has also added material complexity to global logistics.

In response to these and other uncontrollable events, we continue to make significant **investments** to reinforce the resilience of our global network and secure critical supply chains – thereby continuing to prove our ability to offer reliable services to our customers globally. As an example, we invested in the expansion of our air network, with new airline collaborations with Cargojet and Singapore Airlines in addition to the acquisition of six Boeing 777F aircraft. In Japan in particular, since opening our new Osaka Distribution Center in 2020, for the past two years we have reviewed and improved our entire Service Center network. This further supports us with shipment growth, the automation of manual work, capacity expansion and digitalization. Investments like these allow us to grow the DHL network and improve service quality for you – our customer.

Environmental responsibility continues to be a pillar of our long-term strategy through the DPDHL Sustainability Roadmap. In 2022 we signed ground-breaking agreements with bp and Neste to increase our use of Sustainable Aviation Fuel (SAF). We continue to accelerate the electrification of our last-mile fleet while investing in next-generation technology such as the all-electric Alice airplane, designing and constructing carbon neutral buildings and offering a portfolio of green products. Read more about this on page 4 and on the DPDHL Sustainability portal.

As part of Strategy 2025, we continue to earmark **Digitalization** – which we define as the conscious application of technology and enablement of people, as a means to improve – as a key enabler to reach the next level of excellence for our customers, for our employees and to drive operational efficiency. Read about some of the key developments on pages 15 and 16 and how they benefit you. Try some of them out at MyDHL+ if you haven't already!

We strive to successfully continue our partnership and remain committed to supporting your business anytime and anywhere. **Globalization** remains a powerful force and we invite you to read the first edition of the global DHL Trade Growth Atlas report, which we hope will become a go-to resource for understanding and navigating shifts in the global trade landscape – see page 7 for more. Thank you for trusting us to be your Logistics Partner of Choice! Tell us how we can support you further – please reach out to us on MyDHL+ or by calling Customer Service on 0120-39-2580.

Sincerely,

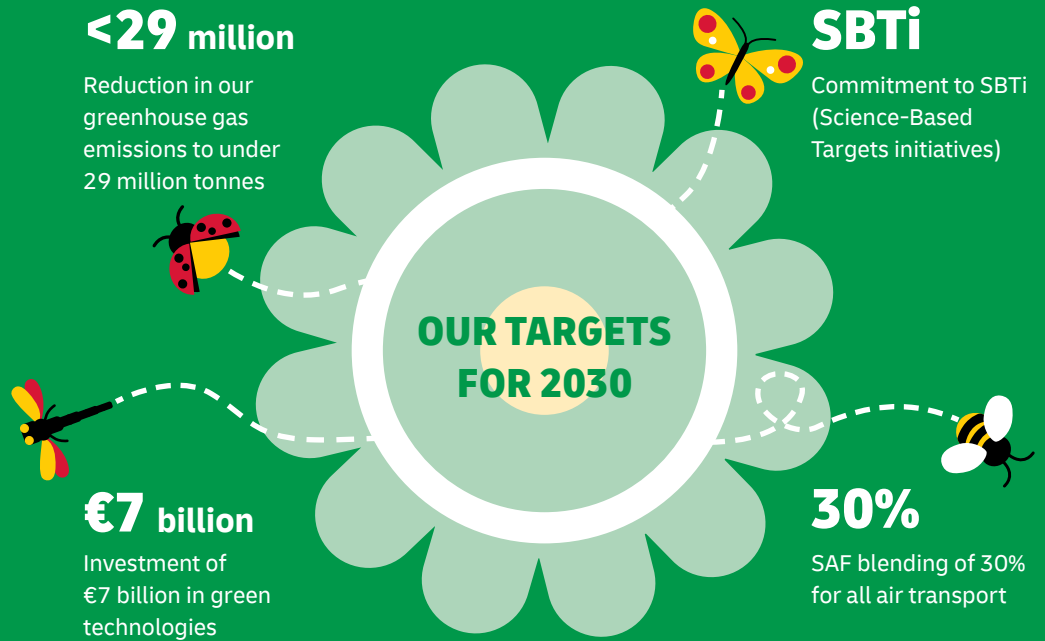
Tony Khan
President and Representative Director
DHL Japan



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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](#).



CLEAN OPERATIONS FOR CLIMATE PROTECTION



Leader in sustainable aviation

Sustainable Airline Fuel (SAF), one of the key ways to reduce CO₂ in aviation, is already in use in our network. Two landmark collaborations signed by DHL Express with bp and Neste in 2022 are expected to save some **two million tons** of carbon dioxide emissions over the aviation fuel cycle – equivalent to the annual greenhouse gas emissions of approx. 400,000 passenger cars. In this way, we are making significant steps towards our commitment to use **30%** of SAF blending for all air transport by 2030.

Looking even further ahead, DHL is already pioneering next-generation innovations: [read more about Alice](#), the all-electric plane.



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

Offer green alternatives for **100%** of all core products and solutions.

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 and Asia. DHL Express 9:00 features a money-back guarantee* and is suitable for pieces up to 30kg and shipments up to 300kg.

Our international services at a glance

	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00 (10:30 to the USA)
Service description	Delivery by the end of the next possible business day	Delivery before 12 noon on the next possible business day	Delivery before 9:00 (10:30 to the USA) on the next possible business day
Money-back guarantee	No	Yes*	Yes*
Countries and territories covered	More than 220	80	27
Delivery attempts	2	2	2
Maximum piece weight (not on pallet)	70kg	70kg	30kg
Maximum pieces per shipment	–	10	10
Maximum piece dimensions (L x W x H)**	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm
Maximum pallet weight	1,000kg	Pallets not accepted	Pallets not accepted
Maximum shipment weight	3,000kg	300kg	300kg
Maximum pallet dimensions (L x W x H)	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted

*Additional terms and conditions apply – see [mydhl.express.dhl](#) for details.

**A shipment is deemed unacceptable if its packaging is absent or inadequate, or if transporting the shipment would present risks of damaging equipment, other packages or injuring personnel. DHL reserves the right to either not accept or return the shipment to the shipper. These network restrictions are subject to change with 30 days' notice.

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IMPORT SERVICES

With the DHL Express Worldwide Import product, you can import shipments from over 220 countries and territories in the world. This is more than any other express delivery company can offer. What's more, customers in, say, the USA can order an import from China not just to the USA, but to any other destinations as well – we call this a Third Country shipment.

There is no need for local brokers or forwarders to get involved in any part of the process. You are in full control, and able to manage all aspects of your imports in a very simple way.

If you need a faster delivery, our DHL Express 12:00 and DHL Express 9:00 services are available for import as well. 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.

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 Climate Neutral service



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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.

Global trade surprisingly resilient through COVID-19 pandemic

Trade likely to grow faster in 2022 and 2023 than in previous decade

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



POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

Discover and grow

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

International e-commerce

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

- Global reach
- Express delivery options
- Flexible delivery options for receivers (see 'On Demand Delivery' on page 15)
- Duty billing options and customs expertise
- Consultative advice for our customers on how to increase sales and grow cross-border

Fast, flexible and easy

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



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OPTIONAL SERVICES

[View charges](#)

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

Dedicated Pickup and Delivery

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

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.

Extended Liability

If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend the DHL standard liability with this service. It provides coverage and compensation in the case of loss or damage.

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.

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 Express 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](#).

GoGreen Climate Neutral

This service is for customers who need a reliable method to calculate their annual carbon emissions at a shipment level and subsequently offset these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the Société Générale de Surveillance (SGS). DHL can also provide reports for either a high level estimate or a detailed carbon footprint.

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 non-document shipments, without any value of the product being shared or exposed to the receiver, since the commercial invoice is removed prior to delivery.

DUTY BILLING SERVICES

Duty Tax Paid

At the customer's request, DHL clears the shipment at destination and arranges for the applicable import duties, taxes and regulatory charges to be invoiced to a specified DHL account at origin or third country, rather than the receiver of the shipment being billed at destination. The duty tax payer will be invoiced an extra charge based on a flat rate or a percentage of the fiscal charges that were paid.

Duty Tax Importer

At the customer's request, DHL clears the shipment at destination and arranges for any applicable import duties, taxes and regulatory charges to be invoiced to the importer's specified DHL account at destination. The duty tax payer will be invoiced an extra charge based on a flat rate or a percentage of the fiscal charges that were advanced. The shipper must provide the importer's address details, tax ID and the account number to be billed.

Duty Tax Receiver

This 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. An extra charge based on a minimum rate or a percentage of the fiscal charges that were advanced or guaranteed is billed to the duty tax payer.

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

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SURCHARGES

[View charges](#)

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

This variable surcharge is applied to the weight charge of each shipment and any transportation related surcharges. It is derived from publicly available fuel oil indices that are also shown on the DHL Express website at mydhl.express.dhl. The charge is calibrated every month to the oil price that was current two months prior to the billing month.

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.

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.

Dangerous Goods

DHL can carry acceptable quantities of dangerous goods or hazardous materials. Packages containing dangerous goods materials will be assessed and a service charge will be applied accordingly. Additional charges may also apply.

Address Correction

This fixed surcharge is applied to any shipment that has an incorrect delivery address at the time of pickup and the delivery cannot be fulfilled after making efforts at the destination to determine the correct address.

Data Entry

This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills. Electronic shipping documentation incurs no additional charges.

Security Charges

Additional surcharges may apply when shipping from or to 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 from or to a destination country that is subject to trade restrictions imposed by the UN Security Council (**Restricted Destination**).

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.

Peak Season

A temporary surcharge, which allows us to cover part of the operating cost increases resulting from necessary network adjustments during Peak Season.

Plastic Flyer Stack

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



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CUSTOMS SERVICES

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DHL Express is the international specialist in shipping, with extensive knowledge and experience of dealing with customs topics worldwide. For your peace of mind, we provide a wide range of customs support for standard as well as non-routine customs-clearance processes. By making sure that clearance is a smooth and efficient process, we ensure your shipments arrive as quickly as possible, and leave you free to focus on your core business. With our online tool (tas.dhl.com) we provide essential customs information to help you prepare your shipments.

Release to Broker

At the importer's request, the release of a DHL Express shipment to the customer's designated customs broker of choice. DHL will transfer the responsibility for a shipment and related customs documentation to the customer's nominated broker for clearance and last mile delivery.

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.

Bonded Transit

Usually operated within a country or customs union when DHL is requested to move non-document foreign-origin goods under

bond to a location other than the regular DHL gateway at destination, prior to final clearance by the importer or his designed broker. Bonded Transit may apply to both export and import shipments.

Export Declaration

Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Depending on origin country, shippers that submit a declaration online may avoid the local charge. Only applies to Import Shipment and Third Country Shipment under Japan Import Account.

Multiline Entry

A service charge will be assessed for multiline item entries with more than five lines. An example would be – one shipment with multiple products or multiple invoices. All products require identification and must be classified under separate harmonized tariff numbers.

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.



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

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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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PREPARING YOUR SHIPMENT INVOICE

Your invoice will require the following details:

- 1. Date of completion of the invoice (in the order year, month, day)
- 2. The sender’s company name and address together with the name, departmental affiliation and telephone number of the person responsible.
- 3. The receiver’s company name and address together with the name, departmental affiliation and telephone number of the person responsible.
- 4. Full description of goods, quantities, unit value, subtotal value, unit net weight, gross weight, country of origin. Value details are required even when the goods are of no commercial value. Generic or broad descriptions are no longer permitted and are likely to cause delays. Descriptions should include the items, how many there are, what they are made of, and what they will be used for. Describing items as ‘samples’, ‘parts’ or ‘electronics’ is not acceptable for customs classification, safety and security reasons. Instead of ‘electronics’, for example, use a description such as ‘television’.
- 5. Waybill Number
- 6. Total declared value
- 7. Total weight
- 8. Currency code of declared value
- 9. Incoterms (FCA, CIP, CPT etc.) “Incoterms” is a trademark of the International Chamber of Commerce. Incoterms® rules are an internationally recognized standard and are used worldwide in international and domestic contracts for the sale of goods.
- 10. If the items are of no commercial, please specify “Proforma”. If the items are of commercial, please specify
- 11. Sender’s signature

Sender/exporter: 2. Phone: VAT/GST No: Overseas Supplier GST No:				<h3>Invoice</h3>			
Receiver: 3. Phone:							
Importer (Billed to):				Comments:		Shipment Reference:	
				Airway Bill Number: 5.			
Full Description of Goods	Qty	Commodity Code	Unit Value	Subtotal Value	Unit Net Weight	Subtotal Weight	Country of Origin
4.							
Total Goods Value:				Total Net Weight: 7.			
Freight cost (if paid by sender)				Total Gross Weight			
Insurance cost (if paid by sender):				Currency Code: 8.			
Total Declared Value: 6.				Incoterms: 9.			
Total Pieces:							
Payer of GST/VAT:							
Type of invoice: 10.							
Type of export:							
Terms of Payment:							
I/We hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.							
SIGNATURE: 11.							
Position in Company:				Company Stamp:			
Shipping Consultant:							



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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

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

Prohibited and Restricted Commodities

Prohibited Items

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

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



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Restricted Items

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

- Toy guns, firearm parts, firearm attachments (mountings, sights, night vision, gunstocks, silencers, torches, magazines, flash suppressors and signature reduction devices), ammunition parts, controlled military items
- 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 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 Accounting Agent at your local DHL Express office or go to mydhl.express.dhl.



DIGITALIZATION

- Connecting your World
- Sustainability
- Service Offering
- How to Ship with DHL Express
- Digitalization
- Zones and Rates

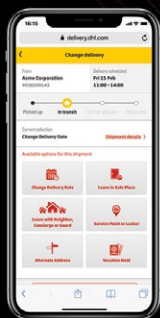
Digitalization is one of the most important trends impacting logistics, and it is one of the key pillars of DPDHL's Strategy 2025. Through digitalization we bring benefits for our customers, our operations and our own people.

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.

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.

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



ondemand.dhl.com



Scheduled delivery



Signature release/leave your signature



Alternative address



Collect from Service Point



Vacation hold



Leave with neighbor or concierge

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.

MYDHL+

mydhl.express.dhl

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.



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.



DIGITALIZATION

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DIGITAL ASSISTANT

Our Digital Assistant is a chatbot helpdesk that offers a 24/7 service across multiple online channels and platforms, and in 41 languages, including Japanese. It tracks your shipments, answers queries and directs you to FAQs, and has had over 127,000 distinct sessions in Japan over the course of a year.



DHL Digital Assistant

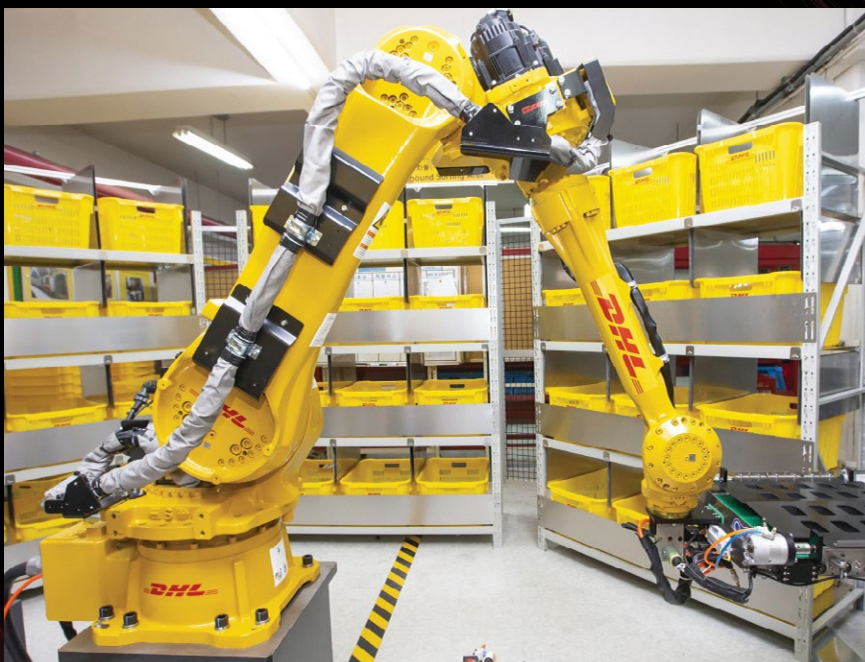


ROBOTICS

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 DPDHL 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 relevant regulations, such as 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.

DPDHL 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. DPDHL will act as a data controller when an individual is executing their rights under privacy legislations.

CUSTOMER SHIPPING INTEGRATION

Using EDI and API Services enables you to incorporate DHL's online shipping capabilities into your own website, warehouse or customer service application. This provides global shipment tracking while making it faster and easier to access information about transit times, rates and courier bookings.

SPECIFIC SOLUTIONS

DHL offers additional capabilities for businesses requiring more specialized solutions – for example, its Medical Express and Collect & Return services.

ZONES AND RATES

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CALCULATE THE PRICE OF YOUR SHIPMENT



Determine which zone your destination is in (pages [19](#) & [20](#)) and whether yours is a document or non-document shipment.



Is your shipment international (page [5](#) & [6](#)) and how quickly do you want it to arrive?



Based on weight (page [11](#)), zone and speed, confirm your base price (pages [21](#) & [22](#) for exports and pages [23](#) & [24](#) for imports).



Add any optional services (page [8](#)) and check if any surcharges apply (page [9](#)).

Base price + Optional services + Surcharges = **Total price**

OPTIONAL SERVICES

[View explanation](#)

Optional services	Charging method	Charge
Dedicated Pickup	Per shipment	JPY110 per kg with minimum of JPY6,600 (Tax Inclusive)
Dedicated Delivery	Per shipment	JPY550 per kg with minimum of JPY27,500 (Tax Inclusive)
Saturday Delivery	Per shipment	JPY3,900 (Untaxable)
Shipment Insurance	By shipment value	JPY2,500 or 1.2% of stated shipment value if higher (Untaxable)
Extended Liability	Per shipment	JPY500 (Untaxable)
Direct Signature	Per shipment	JPY600 (Untaxable)
Residential Address	Per shipment	JPY400 (Untaxable)
GoGreen Climate Neutral	Per shipment	JPY12 per kg (Untaxable)
Change of Billing	Per invoice	JPY1,430 (Tax Inclusive)
Neutral Delivery	Per shipment	JPY2,200 (Tax Inclusive)
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of JPY3,300 (Tax Inclusive)
Duty Tax Importer	% of fiscal charges	2% of fiscal charges with minimum of JPY1,100 (Tax Inclusive)
Duty Tax Receiver	% of fiscal charges	2% of fiscal charges with minimum of JPY1,100 (Tax Inclusive)

For a full list of optional services, please visit our website at 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 here
Remote Area	Per shipment	JPY60 per kg JPY2,600 minimum per shipment (Untaxable)
Additional Handling		
Overweight Piece	Per piece	JPY13,000 (Untaxable)
Oversize Piece	Per piece	JPY7,000 (Untaxable)
Non-Stackable Pallet	Per piece	JPY35,000 (Untaxable)
Dangerous Goods		
Full Dangerous Goods	Per piece	JPY11,000 (Untaxable)
Lithium Batteries Section II (966, 969)	Per piece	JPY700 (Untaxable)
Excepted Quantities	Per piece	JPY700 (Untaxable)
Dry Ice (UN1845)	Per piece	JPY1,800 (Untaxable)
Address Correction	Per shipment	JPY1,300 (Untaxable)
Data Entry	Per shipment	JPY715 (Tax Inclusive)
Security Charges		
Elevated Risk	Per shipment	JPY2,700 (Untaxable)
Restricted Destination	Per shipment	JPY4,000 (Untaxable)
Packaging Items		
Plastic Flyers	Per stack	JPY3,300 per stack (100 flyers) (Tax Inclusive)

CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Release to Broker	Per shipment	JPY4,800 (Untaxable)
Bonded Storage	Per shipment, per day after three working days	JPY1,400 per shipment and JPY30 per kg (Untaxable) (both per day after three working days)
Bonded Transit	Per shipment	JPY10,000 (Untaxable)
Export Declaration	Per shipment	JPY1,800 (Untaxable)
Multiline Entry	Rate per line, after five lines	JPY600 (Untaxable)
Permits and Licenses	Per shipment	JPY5,000 (Untaxable)

Please visit our website for a full list of [surcharges](#) and [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	8	✓			✓
Albania	6	✓			✓
Algeria	8	✓			✓
American Samoa	8	✓			✓
Andorra	6	✓			✓
Angola	8	✓	✓		✓
Anguilla	8	✓			✓
Antigua	8	✓			✓
Argentina	8	✓	✓		✓
Armenia	8	✓			✓
Aruba	8	✓			✓
Australia	4	✓	✓	✓	✓
Austria	6	✓	✓	✓	✓
Azerbaijan	8	✓			✓
Bahamas	8	✓			✓
Bahrain	8	✓	doc		✓
Bangladesh	4	✓			✓
Barbados	8	✓			✓
Belarus	8	✓			✓
Belgium	6	✓	✓	✓	✓
Belize	8	✓			✓
Benin	8	✓			✓
Bermuda	8	✓			✓
Bhutan	4	✓			✓
Bolivia	8	✓			✓
Bonaire	8	✓			✓
Bosnia and Herzegovina	6	✓			✓
Botswana	8	✓			✓
Brazil	8	✓	✓		✓
Brunei	3	✓			✓
Bulgaria	6	✓	✓		✓
Burkina Faso	8	✓	doc		✓
Burundi	8	✓			✓
Cambodia	4	✓	doc		✓
Cameroon	8	✓	✓		✓
Canada	5	✓	✓		✓
Canary Islands, The	8	✓			✓
Cape Verde	8	✓			✓
Cayman Islands	8	✓			✓
Central African Republic	8	✓			✓
Chad	8	✓			✓
Chile	8	✓	✓		✓
China, People's Republic	2	✓	doc		✓
Colombia	8	✓	✓	✓	✓
Comoros	8	✓			✓
Congo	8	✓			✓
Congo, Democratic Rep. of	8	✓	doc		✓
Cook Islands	8	✓			✓
Costa Rica	8	✓	doc		✓
Cote d'Ivoire	8	✓	doc		✓
Croatia	6	✓			✓
Cuba	8	✓			✓
Curacao	8	✓			✓
Cyprus	6	✓	doc		✓
Czech Republic, The	6	✓	✓	✓	✓
Denmark	6	✓	✓	✓	✓
Djibouti	8	✓			✓
Dominica	8	✓			✓
Dominican Republic	8	✓			✓

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

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Table continues overleaf

For transit times and the availability of DHL Express 12:00 and DHL Express 9:00 for your origin and destination address, please refer to the DHL Capability Tool at dct.dhl.com. Pieces with a single base length up to 300cm are accepted. Additional surcharges may apply.

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SERVICE CAPABILITY AND RATING ZONES

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

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Saudi Arabia	8	✓	doc		✓
Senegal	8	✓			✓
Serbia, Rep. of	6	✓			✓
Seychelles	8	✓			✓
Sierra Leone	8	✓			✓
Singapore	3	✓	✓	✓	✓
Slovakia	6	✓	✓	✓	✓
Slovenia	6	✓	✓	✓	✓
Solomon Islands	8	✓			✓
Somalia	8	✓			✓
Somaliland, Rep. (N. Somalia)	8	✓			✓
South Africa	8	✓	✓		✓
South Sudan	8	✓			✓
Spain	6	✓	✓	doc	✓
Sri Lanka	8	✓	doc		✓
St. Barthelemy	8	✓			✓
St. Eustatius	8	✓			✓
St. Helena	8	✓			✓
St. Kitts	8	✓			✓
St. Lucia	8	✓			✓
St. Maarten	8	✓			✓
St. Vincent	8	✓			✓
Sudan	8	✓			✓
Suriname	8	✓			✓
Sweden	6	✓	✓	✓	✓
Switzerland	6	✓	✓	✓	✓
Syria	8	✓			✓
Tahiti	8	✓			✓
Taiwan	1	✓	✓	✓	✓
Tajikistan	8	✓			✓
Tanzania	8	✓			✓
Thailand	3	✓	✓	✓	✓
Timor-Leste	8	✓			✓
Togo	8	✓			✓
Tonga	8	✓			✓
Trinidad and Tobago	8	✓			✓
Tunisia	8	✓			✓
Turkey	6	✓	doc		✓
Turkmenistan	8	✓			✓
Turks and Caicos Islands	8	✓			✓
Tuvalu	8	✓			✓
Uganda	8	✓	doc		✓
Ukraine	8	✓			✓
United Arab Emirates	7	✓			✓
United Kingdom	6	✓	✓	✓	✓
United States of America	5	✓	✓	✓(10:30)	✓
Uruguay	8	✓			✓
Uzbekistan	8	✓			✓
Vanuatu	8	✓			✓
Vatican City	6	✓			✓
Venezuela	8	✓			✓
Vietnam	3	✓	doc		✓
Virgin Islands (British)	8	✓			✓
Virgin Islands (US)	8	✓			✓
Yemen, Rep. of	8	✓			✓
Zambia	8	✓	✓		✓
Zimbabwe	8	✓			✓

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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
Documents only up to 2kg								
0.5	6,560	6,760	8,210	9,130	10,200	10,210	15,600	15,780
1	8,080	8,420	10,110	11,460	12,040	15,440	20,910	21,100
1.5	9,230	9,550	11,750	13,640	14,170	19,040	26,220	26,420
2	10,380	10,680	13,390	15,820	16,300	22,640	31,530	31,740
Documents from 2.5kg and non-documents from 0.5kg								
0.5	9,950	10,120	11,100	11,420	13,390	14,100	28,880	29,240
1	11,290	11,530	12,750	14,140	15,540	18,500	34,190	34,560
1.5	12,630	12,940	14,400	16,760	18,120	22,900	39,500	39,880
2	13,970	14,350	16,050	19,380	20,700	27,300	44,810	45,200
2.5	15,200	15,630	17,930	22,120	23,650	31,700	50,120	50,520
3	16,530	16,990	19,960	24,610	27,500	35,710	54,280	54,680
3.5	17,860	18,350	21,990	27,100	31,350	39,720	58,440	58,840
4	19,190	19,710	24,020	29,590	35,200	43,730	62,600	63,000
4.5	20,520	21,070	26,050	32,080	39,050	47,740	66,760	67,160
5	21,850	22,430	28,080	34,570	42,900	51,750	70,920	71,320
5.5	22,540	23,120	28,770	35,840	43,910	53,990	73,440	74,730
6	23,230	23,810	29,460	37,110	44,920	56,230	75,960	78,140
6.5	23,920	24,500	30,150	38,380	45,930	58,470	78,480	81,550
7	24,610	25,190	30,840	39,650	46,940	60,710	81,000	84,960
7.5	25,300	25,880	31,530	40,920	47,950	62,950	83,520	88,370
8	25,990	26,570	32,220	42,190	48,960	65,190	86,040	91,780
8.5	26,680	27,260	32,910	43,460	49,970	67,430	88,560	95,190
9	27,370	27,950	33,600	44,730	50,980	69,670	91,080	98,600
9.5	28,060	28,640	34,290	46,000	51,990	71,910	93,600	102,010
10	28,750	29,330	34,980	47,270	53,000	74,150	96,120	105,420
11	29,970	30,590	36,060	49,030	55,120	76,310	103,480	112,260
12	31,190	31,850	37,140	50,790	57,240	78,470	110,840	119,100
13	32,410	33,110	38,220	52,550	59,360	80,630	118,200	125,940
14	33,630	34,370	39,300	54,310	61,480	82,790	125,560	132,780
15	34,850	35,630	40,380	56,070	63,600	84,950	132,920	139,620
16	36,070	36,890	41,460	57,830	65,720	87,110	140,280	146,460
17	37,290	38,150	42,540	59,590	67,840	89,270	147,640	153,300
18	38,510	39,410	43,620	61,350	69,960	91,430	155,000	160,140

Table continues overleaf

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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
19	39,730	40,670	44,700	63,110	72,080	93,590	162,360	166,980
20	40,950	41,930	45,780	64,870	74,200	95,750	169,720	173,820
21	42,110	43,870	47,840	67,450	76,980	99,630	175,420	180,360
22	43,270	45,810	49,900	70,030	79,760	103,510	181,120	186,900
23	44,430	47,750	51,960	72,610	82,540	107,390	186,820	193,440
24	45,590	49,690	54,020	75,190	85,320	111,270	192,520	199,980
25	46,750	51,630	56,080	77,770	88,100	115,150	198,220	206,520
26	47,910	53,570	58,140	80,350	90,880	119,030	203,920	213,060
27	49,070	55,510	60,200	82,930	93,660	122,910	209,620	219,600
28	50,230	57,450	62,260	85,510	96,440	126,790	215,320	226,140
29	51,390	59,390	64,320	88,090	99,220	130,670	221,020	232,680
30	52,550	61,330	66,380	90,670	102,000	134,550	226,720	239,220
40	64,450	71,630	77,580	111,170	136,600	167,350	276,520	289,520
50	76,350	81,930	88,780	131,670	171,200	200,150	326,320	339,820
60	88,250	92,230	99,980	152,170	205,800	232,950	376,120	390,120
70	100,150	102,530	111,180	172,670	240,400	265,750	425,920	440,420
For each additional 0.5kg								
Above 10	610	630	540	880	1,060	1,080	3,680	3,420
Above 20	580	970	1,030	1,290	1,390	1,940	2,850	3,270
For each additional 1kg								
30.1 - 70.0	1,190	1,030	1,120	2,050	3,460	3,280	4,980	5,030
70.1 - 300.0	1,670	1,700	1,820	3,050	3,520	3,620	6,150	6,470
300.1 - 3,000*	1,730	1,750	1,880	3,270	3,770	3,880	6,330	6,670

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day to over 80 countries worldwide.

Add JPY600 (untaxable) 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 27 countries worldwide. Add JPY 3,500 (JPY 1,400 to the USA) to the DHL Express Worldwide prices (untaxable).

Weights are rounded up to the nearest 0.5kg for shipments up to 30kg, and to the nearest 1kg thereafter.

Rates are in JPY and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges.

Terms and conditions apply – see mydhl.express.dhl for details.

*DHL Express does not accept shipments exceeding 3,000kg, or containing pieces exceeding 1,000kg or 300cm in length, and/or not meeting DHL standards for packing. Refer to our Packing Guide on mydhl.express.dhl. These network restrictions are subject to change with 30 days' notice.

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Import rates by zone and product

DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
Documents only up to 2kg								
0.5	6,560	6,760	8,210	9,130	10,200	10,210	15,600	15,780
1	8,080	8,420	10,110	11,460	12,040	15,440	20,910	21,100
1.5	9,230	9,550	11,750	13,640	14,170	19,040	26,220	26,420
2	10,380	10,680	13,390	15,820	16,300	22,640	31,530	31,740
Documents from 2.5kg and non-documents from 0.5kg								
0.5	9,950	10,120	11,100	11,420	13,390	14,100	28,880	29,240
1	11,290	11,530	12,750	14,140	15,540	18,500	34,190	34,560
1.5	12,630	12,940	14,400	16,760	18,120	22,900	39,500	39,880
2	13,970	14,350	16,050	19,380	20,700	27,300	44,810	45,200
2.5	15,200	15,630	17,930	22,120	23,650	31,700	50,120	50,520
3	16,530	16,990	19,960	24,610	27,500	35,710	54,280	54,680
3.5	17,860	18,350	21,990	27,100	31,350	39,720	58,440	58,840
4	19,190	19,710	24,020	29,590	35,200	43,730	62,600	63,000
4.5	20,520	21,070	26,050	32,080	39,050	47,740	66,760	67,160
5	21,850	22,430	28,080	34,570	42,900	51,750	70,920	71,320
5.5	22,540	23,120	28,770	35,840	43,910	53,990	73,440	74,730
6	23,230	23,810	29,460	37,110	44,920	56,230	75,960	78,140
6.5	23,920	24,500	30,150	38,380	45,930	58,470	78,480	81,550
7	24,610	25,190	30,840	39,650	46,940	60,710	81,000	84,960
7.5	25,300	25,880	31,530	40,920	47,950	62,950	83,520	88,370
8	25,990	26,570	32,220	42,190	48,960	65,190	86,040	91,780
8.5	26,680	27,260	32,910	43,460	49,970	67,430	88,560	95,190
9	27,370	27,950	33,600	44,730	50,980	69,670	91,080	98,600
9.5	28,060	28,640	34,290	46,000	51,990	71,910	93,600	102,010
10	28,750	29,330	34,980	47,270	53,000	74,150	96,120	105,420
11	29,970	30,590	36,060	49,030	55,120	76,310	103,480	112,260
12	31,190	31,850	37,140	50,790	57,240	78,470	110,840	119,100
13	32,410	33,110	38,220	52,550	59,360	80,630	118,200	125,940
14	33,630	34,370	39,300	54,310	61,480	82,790	125,560	132,780
15	34,850	35,630	40,380	56,070	63,600	84,950	132,920	139,620
16	36,070	36,890	41,460	57,830	65,720	87,110	140,280	146,460
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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
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70	100,150	102,530	111,180	172,670	240,400	265,750	425,920	440,420
For each additional 0.5kg								
Above 10	610	630	540	880	1,060	1,080	3,680	3,420
Above 20	580	970	1,030	1,290	1,390	1,940	2,850	3,270
For each additional 1kg								
30.1 - 70.0	1,190	1,030	1,120	2,050	3,460	3,280	4,980	5,030
70.1 - 300.0	1,670	1,700	1,820	3,050	3,520	3,620	6,150	6,470
300.1 - 3,000*	1,730	1,750	1,880	3,270	3,770	3,880	6,330	6,670

DHL Express 12:00 Import – Guaranteed delivery before 12:00 on the next possible working day. Add JPY600 (untaxable) to the DHL Express Worldwide Import prices.

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TERMS AND CONDITIONS OF CARRIAGE (“TERMS AND CONDITIONS”)

IMPORTANT NOTICE

When ordering DHL’s services you, as “Shipper”, are agreeing, on your behalf and on behalf of the consignee of the Shipment (“Consignee”) and anyone else with an interest in the Shipment that these Terms and Conditions shall apply.

“Shipment” means all documents or parcels that travel under one waybill and which may be carried by any means DHL chooses, including air, road or any other carrier. A “waybill” shall include any Shipment identifier or document produced by DHL or Shipper automated systems such as a label, barcode, waybill or consignment note as well as any electronic version thereof. Every Shipment is transported on a limited liability basis as provided herein. If Shipper requires greater protection, then insurance may be arranged at an additional cost. (Please see below for further information). “DHL” means any member of the DHL Express Network.

1. Customs Clearance and Regulatory Compliance

DHL may perform any of the following activities on Shipper’s or Consignee’s behalf in order to provide services: (1) complete any documents, amend product or service codes and advance any duties, taxes or other regulatory charges required under applicable laws and regulations (“Customs Duties”), (2) act as Shipper’s or Consignee’s true and lawful agent or designate a customs broker to perform export control and customs clearance and (3) redirect the Shipment to Consignee’s customs broker or other address upon request by any person who DHL believes in its reasonable opinion to be authorized. Shipper or Consignee will provide any extra authorization required by applicable law for DHL to clear a Shipment.

2. Unacceptable Shipments

A Shipment is deemed unacceptable if:

- It contains complete firearms, ammunition, explosives, explosive devices or test pieces, air guns, replica or imitation firearms; counterfeit goods; cash; bullion (of any precious metal); live animals, prohibited animal parts or remains, such as ivory; human remains or ashes; loose precious or semi-precious stones; cannabis or its derivatives; or illegal goods, such as narcotics or other illegal drugs,
- It is classified as hazardous material, dangerous goods, prohibited or restricted articles under ADR (European Road Transport Regulation on dangerous goods) or by IATA (International Air Transport Association), ICAO (International Civil Aviation Organization), or other relevant organization (“Dangerous Goods”),
- It contains any other item which DHL cannot carry safely or legally,

- The address is incorrect or not properly marked or its packaging is defective or inadequate to ensure safe transportation with ordinary care in handling,
- Shipper, Consignee or any other party with a direct or indirect interest in the Shipment is listed on any applicable sanctions lists as a denied or restricted party.

3. Deliveries and Undeliverables

Shipments cannot be delivered to PO boxes or postal codes. Shipments are delivered to the Consignee’s address given by Shipper but not necessarily to the named Consignee personally. Shipments to addresses with a central receiving area will be delivered to that area.

DHL may notify Consignee of an upcoming delivery or a missed delivery. Consignee may be offered alternative delivery options such as delivery on another day, no signature required, redirection or collection at a DHL Service Point.

If the Shipment is deemed to be unacceptable as described in Section 2, it has been undervalued for customs purposes, Consignee cannot be reasonably identified or located, or Consignee refuses delivery or to pay Customs Duties or other Shipment charges, DHL shall use reasonable efforts to return the Shipment to Shipper. This shall be at Shipper’s cost. If it is not possible to return the Shipment, it may be released, abandoned, disposed of or sold without incurring any liability whatsoever to Shipper or anyone else. DHL shall have the right to destroy any Shipment if DHL is prevented by any law or law enforcement agency from returning it in whole or in part to Shipper, as well as any Shipment of Dangerous Goods.

4. Inspection

DHL has the right to open and inspect a Shipment without notice for safety, security, customs or other regulatory reasons.

5. Shipment Charges, Duties and Fees

DHL’s Shipment charges are calculated according to the higher of actual or volumetric weight per piece and any piece may be re-weighed and re-measured by DHL to confirm this calculation.

Payment of Customs Duties and other charges due as indicated on DHL’s website in the receiving country may be requested from Consignee prior to delivery. This includes a fee if DHL uses its credit with the Customs Authorities or pays any Customs Duties on Consignee’s behalf. Shipper shall pay or reimburse DHL for all Customs duties and other charges due for services provided by DHL or incurred by DHL on Shipper’s or Consignee’s behalf if Consignee has failed to pay.

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TERMS AND CONDITIONS OF CARRIAGE CONTINUED

6. DHL's liability

6.1 DHL's liability in respect of any one Shipment transported by air including ancillary road transport or stops en route) is limited by the Montreal Convention or the Warsaw Convention as applicable, or in the absence of such Convention, to the lower of (i) the current market or declared value, or (ii) 22 Special Drawing Rights per kilogram (approximately \$US 30.00 per kilogram). Such limits shall also apply to all other forms of transportation, except where Shipments are carried only by road, when the limits below apply. For cross border Shipments transported by road, DHL's liability is or shall be deemed to be limited by the Convention for the International Carriage of Goods by Road (CMR) to the lower of (i) current market value or declared value, or (ii) 8.33 Special Drawing Rights per kilogram (approximately \$US 11.00 per kilogram). Such limits will also apply to national road transportation in the absence of any mandatory or lower liability limits in the applicable national transport law. If Shipper regards these limits as insufficient it must make a special declaration of value and request insurance as described in Section 8 or make its own insurance arrangements. DHL's liability is strictly limited to direct loss and damage to a Shipment only and to the per kilogram limits in this Section 6. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business), whether such loss or damage is special or indirect, and even if the risk of such loss or damage was brought to DHL's attention.

6.2 DHL will make every reasonable effort to deliver the Shipment according to DHL's regular delivery schedules, but these schedules are not binding and do not form part of the contract. DHL is not liable for any damages or loss caused by delay, but for certain Shipments, Shipper may be able to claim limited delay compensation under the Money Back Guarantee terms and conditions, which are available on the DHL website at mydhl.express.dhl or from DHL Customer Service.

7. Claims

All claims must be submitted in writing to DHL within thirty (30) days from the date that DHL accepted the Shipment, failing which DHL shall have no liability whatsoever. Claims are limited to one claim per Shipment, settlement of which will be full and final settlement for all loss or damage in connection therewith.

8. Shipment Insurance

DHL may be able to arrange insurance for loss of or damage to the Shipment, covering the full value of the goods, provided that Shipper so instructs DHL in writing, including by completing the



insurance section of the waybill or using DHL's automated systems and pays the applicable premium. Shipment insurance does not cover indirect loss or damage, or loss or damage caused by delays.

9. Circumstances Beyond DHL's Control

DHL is not liable for any loss or damage arising out of circumstances beyond DHL's control. These include but are not limited to electrical or magnetic damage to, or erasure of, electronic or photographic images, data or recordings; any defect or characteristic related to the nature of the Shipment, even if known to DHL; any act or omission by a person not employed or contracted by DHL - e.g. Shipper, Consignee, third party, customs or other government official; third party cyber-attacks or other information security related threats; "Force Majeure" - e.g. earthquake, cyclone, storm, flood, fog, war, plane crash, embargo, riot, epidemic, pandemic, civil commotion, or industrial action.

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10. Shipper's Representations, Warranties and Indemnities

Shipper shall indemnify and hold DHL and its directors, officers, employees and agents harmless from and against all and any liabilities, losses and damages arising out of Shipper's failure to comply with the following warranties and representations:

- The Shipment is acceptable for transport under Section 2 above,
- The Shipment was prepared in secure premises by reliable persons and was protected against unauthorized interference during preparation, storage and any transportation to DHL,
- Shipper has complied with applicable export control, sanctions, customs laws and regulations or other applicable regulatory requirements and restrictions related to the import, export, transit or transfer of goods,
- Shipper has declared to DHL any controlled dual-use or military goods subject to government authorizations contained in the Shipment,
- Shipper has provided all information, permits, licenses or other government authorizations and documents, as required by applicable law or upon request from DHL, and all information, permits, licenses or other government authorizations and documents provided by Shipper or its representatives are true, complete and accurate, including the value and description of the goods and Shipper and Consignee information,

- When providing personal data to DHL, Shipper has complied with its legal obligations to process and share this data, including informing the affected individuals that personal data, including Consignee's email address and mobile phone number, is required for transport, customs clearance and delivery.

11. Routing

Shipper agrees to all routing and diversion, including the possibility that the Shipment may be carried via intermediate stopping places.

12. Governing Law

Any dispute arising under or in any way connected with these Terms and Conditions shall be subject to the non-exclusive jurisdiction of the courts of, and governed by the law of the country of origin of the Shipment and Shipper irrevocably submits to such jurisdiction, unless contrary to applicable law.

13. Severability

The invalidity or unenforceability of any provision shall not affect any other part of these Terms and Conditions.

Further information is available on the DHL website at mydhl.express.dhl or from local DHL Customer Service.





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DHL Japan, Inc.

1-37-8, Higashi-Shinagawa
Shinagawa-Ku
Tokyo 140-0002

Valid: 1st January 2023
For public use

The information in this guide is correct as of 1st January 2023. DHL reserves the right to amend or modify any of the information at any time.

