



DHL EXPRESS

SERVICE & RATE

GUIDE 2024

JAPAN

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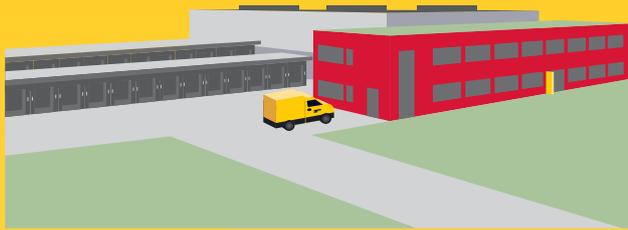


CONNECTING YOUR WORLD

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. For instance, in Japan we have continued strengthening our network, including with the launch of the DHL Air UK service in June 2022 and Singapore Airlines-DHL Express B777 services in October 2023.

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 0120-39-2580.

Sincerely,

Tony Khan
President and Representative Director
DHL Express Japan



SUSTAINABILITY

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

OUR TARGETS FOR 2030

<29 million

Reduction in our greenhouse gas emissions to under 29 million tonnes

€7 billion

Investment of €7 billion in green technologies

SBTi

Commitment to SBTi (Science-Based Targets initiatives)

30%

SAF blending of 30% for all air transport

CLEAN OPERATIONS FOR CLIMATE PROTECTION

Leader in sustainable aviation

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

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

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

Green last-mile and line-haul

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

Carbon neutral buildings

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

Green product portfolio

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

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



GREAT COMPANY TO WORK FOR ALL

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

HIGHLY TRUSTED COMPANY

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



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

EXPORT SERVICES

DHL Express Worldwide

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

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

DHL Express 12:00

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

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

Our premium time-definite service offers a delivery before 9:00 (10:30 to the USA) on lanes that guarantee either a next or second business day delivery. DHL Express 9:00 is offered to the majority of business centers in Europe 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	81	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-reduced shipping at no extra charge.

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

Trade growth expanding across a broader range of countries

New poles emerging: world trade center of gravity moving south

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



POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

Discover and grow

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

International e-commerce

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

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

Fast, flexible and easy

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



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OPTIONAL SERVICES

[View charges](#)

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

GoGreen Plus

When selected, DHL will reduce (inset) CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF). SAF can reduce lifecycle carbon emissions by up to 80% compared to traditional jet fuel. GoGreen Plus – Carbon Reduced service, supports Scope 3 emission reductions in alignment with the Science Based Target initiative. The process is audited annually by SGS (Société Générale de Surveillance) to ensure compliance with regulations and standards. Alternative reduction levels and CO2 emission reports are available on contractual basis only.

Dedicated Pickup

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

Dedicated Delivery

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

Saturday Delivery

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

Receiver Paid

This service allows non-account Customers to arrange and pre-pay an import shipment door-to-door. MyDHL+ will guide the importer through the entire shipping process from the pickup at

origin till delivery at destination. The service is Door-to-Door and thus equal to IMP with all its available shipping options. Import duty and tax is collected as per DTU standard process whilst the transport service is pre-paid usually via Credit Card.

Shipment Insurance

We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss. The service is subject to specific limitations and exclusions as described in our [Terms and Conditions](#).

Extended Liability

If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend coverage and compensation beyond the DHL standard liability described in our [Terms and Conditions](#). In the event of full or partial loss to a document shipment, a fixed compensation will be paid regardless of the replacement cost of the document.

Packaging Supplies

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

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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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.

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.



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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 and will be subject to change upon prior notice. Demand Surcharges apply cumulatively if a shipment and/or individual pieces meet more than one of the specified criteria. Demand Surcharges apply in addition to the rates and any other applicable charges.

Emergency Situation

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

Excepted Quantities

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

Dry Ice (UN1845)

A surcharge is applied when the transportation of shipments involves handling Dry Ice UN1845 as a freezing agent for non-dangerous goods such as diagnostic specimens. Contractual agreement required.

Biological Substance UN3373

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

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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 (**Restricted Destination**).



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CUSTOMS SERVICES

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Navigating the customs landscape is made easier by DHL's extensive knowledge and experience of both standard and non-routine customs-clearance processes. Get answers to many of your questions with our new online tool, [My Global Trade Services](#) tool, which will help you expand across borders – and concentrate on your core business.

Non-Routine Entry

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

Clearance Processing

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

Permits and Licenses

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

Bonded Storage

Storage charges apply when the shipment cannot be released by Customs due to inaccurate or missing paperwork. Charges take

effect three working days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.

Multiline Entry

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

Bonded Transit

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

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. Only applies to Import Shipment and Third Country Shipment under Japan Import Account.



HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

PREPARING YOUR SHIPMENT: AS EASY AS 1-2-3

1 Shipment weight

- Please weigh and measure your shipment.
- If you are sending a large but lightweight shipment, where its volumetric (dimensional) weight exceeds its actual weight, the cost of the shipment is calculated on the space your consignment takes up on the aircraft. This is a standard IATA method. To calculate the volumetric weight of your shipment, simply multiply the length by height by width in centimeters, then divide the total sum by 5,000 for each piece in the shipment.
- Any piece in the shipment may be re-weighed and/or re-measured by DHL to confirm this calculation.

2 Documentation required: waybill

- All shipments sent with DHL Express need to have a fully completed DHL waybill or label securely attached to each piece. This will enable the successful movement of your shipment through the DHL network. Each waybill or label is individually numbered to allow you to track your shipment from collection through to delivery.
- Your shipment may also need to be accompanied by customs documentation, such as a commercial or proforma invoice, as well as additional paperwork depending on the contents and value of the shipment and the country you are sending to.

3 Documentation required: invoice

- A commercial or proforma invoice is required when sending non-document shipments to countries and territories outside your origin country or customs union. This is essentially a declaration containing all the details of a transaction and is used by customs authorities to assess if duties or taxes are payable.
- A commercial invoice is used when goods are part of a commercial transaction or intended for resale.
- A proforma invoice is used when sending goods of no commercial value (for example, when sending samples).



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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 for more guidance.

COMMERCIAL INVOICE								
SENDER				GENERAL INFORMATION				
Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				Date: Waybill Number: Invoice Number: Shipment Reference Number: Receiver Reference Number:				
RECEIVER				BILLED TO/IMPORTER OF RECORD (IOR) (if different from Receiver)				
Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				
OTHER REMARKS								
Please add any additional critical information or specific country clearance requirements that might be relevant e.g. bank details, special formalities etc.								
Line Number	Full Description of Goods	Commodity Code <small>(Full Import HS Code Preferred)</small>	Country of Origin	Qty	Unit Value & Currency	Sub-Total Value & Currency	Net Weight	Gross Weight
1								
2								
3								
						Total Goods Value & Currency	Total Net Weight	Total Gross Weight
Number of Invoice Line Items:				Insurance Cost:				
Total Units:				Freight Cost:				
Number of Pieces:				Other Costs:				
Reason for Export:				VALUE				
Type of Export:				(for Customs Purposes):				
INCOTERM:				Import Customs Duties – pre calculated				
INCOTERM Place:				Import Taxes (VAT/GST) – pre calculated				
Carrier:				TOTAL				
Ultimate Consignee:				(with Import Customs Duties/Taxes):				
Export License Number:				Terms of Payment:				
Import License Number:				Payer of GST/VAT:				
				Duty/Tax Billing Svc:				
I/we certify the information on this invoice is true and correct and that the contents of this shipment are as stated above.								
Name: _____			Title: _____			Email: _____		
Date: _____			Signature: _____					



HOW TO SHIP WITH DHL EXPRESS

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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
- 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

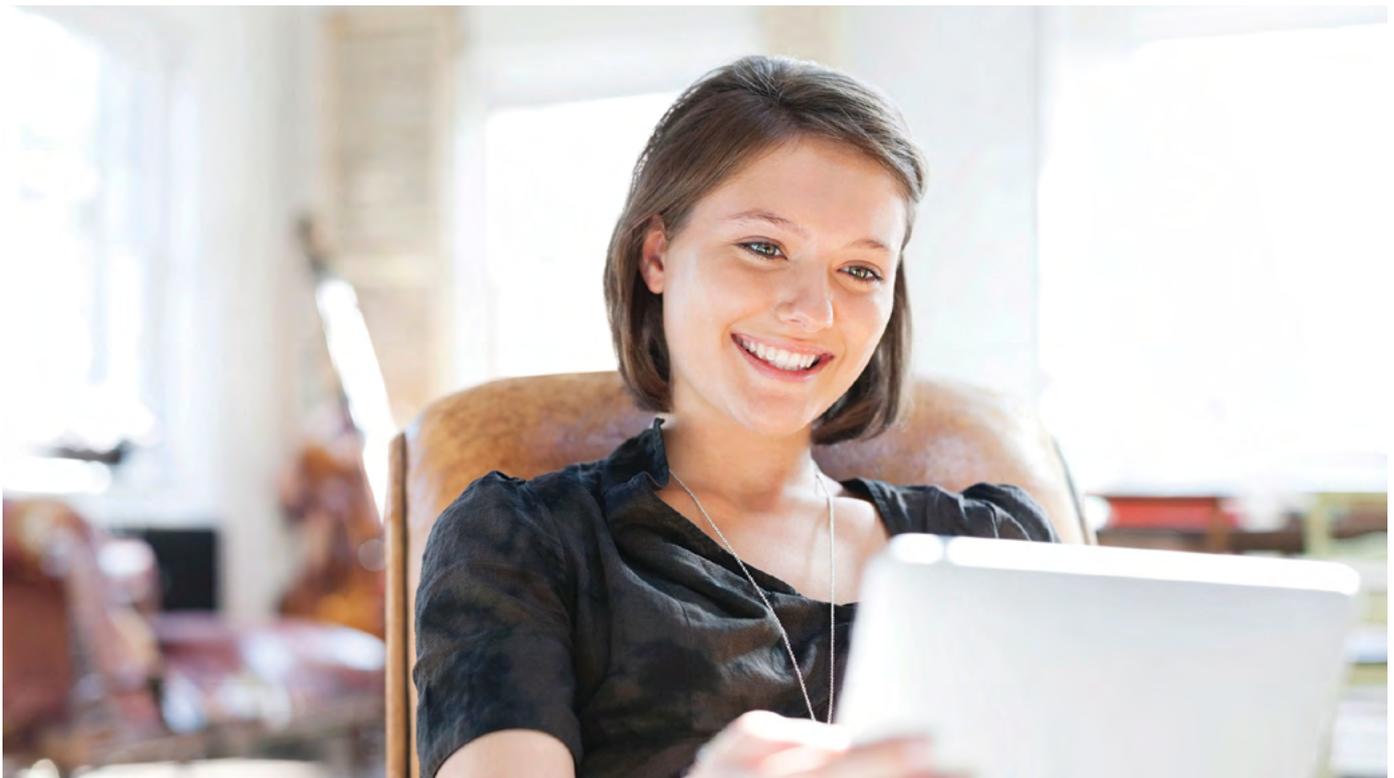
Agreement on Dangerous Goods by Road ("ADR") or International Maritime Dangerous Goods ("IMDG") regulations

- 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 €100,000. The shipment must not exceed €100,000

Paying for Your Shipment

PAYING FOR YOUR SHIPMENT

You can pay for DHL Express services with a credit card or by bank transfer. You can open an account with DHL Express to pay via bank transfer; and all account customers receive invoices on a pre-agreed basis. For more details, please get in touch with a Customer 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 DHL Group’s Strategy 2025. Through digitalization we bring benefits for our customers, our operations and our own people.

We invest continually in market-leading technologies to help our customers to manage and monitor shipments, create shipping labels, get quotes, schedule courier pickups, connect with us and more. Digitalizing our operations provides more transparency, allowing us to better anticipate and meet our customers’ needs.

MYDHL+



MyDHL+ re-imagines the way the shipping business does business, by combining the tools and services our customers use most. With its mobile friendly and intuitive interface, customers can now import, export, schedule a pickup, track shipments and pay bills more quickly than ever – all in one visit, with one password and zero headaches. MyDHL+ makes it incredibly easy to navigate the complexities of international shipping.

mydhl.express.dhl

MY GLOBAL TRADE SERVICES



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

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

dhl.com/express/mygts



ON DEMAND DELIVERY

DHL’s On Demand Delivery tool keeps receivers informed of shipment progress, allowing them to reschedule, reroute, release or conveniently collect from a DHL Service Point. It is an innovative, easy-to-use, mobile-friendly service, especially for residential deliveries.



ondemand.dhl.com

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



Scheduled delivery



Signature release/leave your signature



Alternative address



Collect from Service Point



Vacation hold



Leave with neighbor

DHL EXPRESS COMMERCE

Take your website international with DHL Express Commerce. Offer your customers all the benefits of DHL Express at your checkout in real-time. Import, manage and ship their orders quickly and efficiently with no complicated development. Add the power of DHL Express to your e-commerce business quickly and easily, giving you the competitive edge. DHL Express Commerce integrates with the biggest e-commerce platforms, including: Magento, Shopify, WooCommerce, Amazon and eBay.

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DHL EXPRESS MOBILE APP

The DHL Express Mobile app lets you track your shipments and manage your deliveries all in one place. You can locate the nearest DHL Service Point for parcel drop off or collection, and quickly check shipping rates too – right on your smartphone. Advanced GPS location services and camera barcode scanning are also available. Download DHL Express Mobile today, on Android or iOS.



DHL DIGITAL ASSISTANT

Our Digital Assistant is a live chat helpdesk that offers a 24/7 service across multiple online channels and platforms, and in 41 languages, including Japanese. It tracks your shipments, answers queries and directs you to FAQs.



[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 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

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CALCULATE THE PRICE OF YOUR SHIPMENT



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



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



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



Add any optional services and check if any surcharges apply.

Base price + Optional services + Surcharges = Total price

OPTIONAL SERVICES

[View explanation](#)

Optional services	Charging method	Charge
GoGreen Plus	Per shipment	Minimum JPY30 per kg (untaxable)
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	JPY6,000 (untaxable)
Receiver Paid	No charge	No charge, IMP standard rates apply
Shipment Insurance	By shipment value	JPY2,500 or 1.2% of stated shipment value if higher (untaxable)
Extended Liability	Per shipment	JPY800 (untaxable)
Packaging Supplies		
Plastic Flyer Stack	Per stack	JPY3,300 per stack (100 flyers) (tax Inclusive)
Bulk Packaging	Per stack	Variable
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of JPY3,300 (tax inclusive)
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of JPY1,980 (tax inclusive)
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of JPY1,980 (tax inclusive)
Hold for Collection	No charge	No charge
Residential Address	Per shipment	JPY750 (untaxable)
Direct Signature	Per shipment	JPY600 (untaxable)
Adult Signature	Per shipment	JPY650 (untaxable)
Printed Invoice	Per invoice	JPY462 (tax inclusive)
Change of Billing	Per invoice	JPY1,980 (tax inclusive)
Neutral Delivery	Per shipment	JPY2,200 (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 Delivery	Per shipment	JPY80 per kg JPY3,300 minimum per shipment (untaxable)
Remote Area Pickup	Per shipment	JPY80 per kg JPY3,300 minimum per shipment (untaxable)
Additional Handling		
Overweight Piece	Per piece	JPY15,000 (untaxable)
Oversize Piece	Per piece	JPY7,000 (untaxable)
Non-Stackable Pallet	Per piece	JPY43,000 (untaxable)
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
Dangerous Goods		
Excepted Quantities	Per shipment	JPY1,500 (untaxable)
Dry Ice (UN1845)	Per shipment	JPY1,800 (untaxable)
Lithium Batteries with equipment		
Lithium Ion PI966, Section II	Per shipment	JPY700 (untaxable)
Lithium Metal PI969, Section II	Per shipment	JPY700 (untaxable)
Lithium Batteries in equipment	No charge	No charge
Full Dangerous Goods	Per shipment	JPY15,000 (untaxable)
Address Correction		
Address Correction	Per shipment	JPY1,700 (untaxable)
Data Entry		
Data Entry	Per shipment	JPY1,650 (tax inclusive)
Security Charges		
Elevated Risk	Per shipment	JPY4,500 (untaxable)
Restricted Destination	Per shipment	JPY4,000 (untaxable)

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	JPY7,000 (untaxable)
Clearance Processing	Per shipment	JPY1,500 (untaxable)
Permits and Licenses	Per shipment	JPY7,000 (untaxable)
Bonded Storage	Per shipment, per day after three working days	JPY1,700 per shipment and JPY35 per kg (untaxable) (both per day after three working days)
Multiline Entry	Rate per line, after five lines	JPY600 (untaxable)
Release to Broker	Per shipment	JPY4,800 (untaxable)
Bonded Transit	Per shipment	JPY10,000 (untaxable)
Export Declaration	Per shipment	JPY1,800 (untaxable)

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	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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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, China	1	✓	✓	✓	✓
Tajikistan	8	✓			✓
Tanzania	8	✓			✓
Thailand	3	✓	✓	✓	✓
Timor-Leste	8	✓			✓
Togo	8	✓			✓
Tonga	8	✓			✓
Trinidad and Tobago	8	✓			✓
Tunisia	8	✓			✓
Türkiye	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	6,880	7,090	8,610	9,580	10,700	10,710	16,360	16,550
1	8,470	8,830	10,600	12,020	12,630	16,200	21,930	22,130
1.5	9,680	10,020	12,320	14,310	14,860	19,980	27,500	27,710
2	10,890	11,210	14,040	16,600	17,090	23,760	33,070	33,290
Documents from 2.5kg and non-documents from 0.5kg								
0.5	10,440	10,620	11,640	11,980	14,050	14,790	30,300	30,670
1	11,850	12,100	13,370	14,830	16,310	19,410	35,870	36,250
1.5	13,260	13,580	15,100	17,580	19,020	24,030	41,440	41,830
2	14,670	15,060	16,830	20,330	21,730	28,650	47,010	47,410
2.5	15,960	16,400	18,800	23,200	24,830	33,270	52,580	52,990
3	17,360	17,830	20,930	25,810	28,870	37,480	56,940	57,350
3.5	18,760	19,260	23,060	28,420	32,910	41,690	61,300	61,710
4	20,160	20,690	25,190	31,030	36,950	45,900	65,660	66,070
4.5	21,560	22,120	27,320	33,640	40,990	50,110	70,020	70,430
5	22,960	23,550	29,450	36,250	45,030	54,320	74,380	74,790
5.5	23,680	24,270	30,170	37,580	46,090	56,670	77,020	78,370
6	24,400	24,990	30,890	38,910	47,150	59,020	79,660	81,950
6.5	25,120	25,710	31,610	40,240	48,210	61,370	82,300	85,530
7	25,840	26,430	32,330	41,570	49,270	63,720	84,940	89,110
7.5	26,560	27,150	33,050	42,900	50,330	66,070	87,580	92,690
8	27,280	27,870	33,770	44,230	51,390	68,420	90,220	96,270
8.5	28,000	28,590	34,490	45,560	52,450	70,770	92,860	99,850
9	28,720	29,310	35,210	46,890	53,510	73,120	95,500	103,430
9.5	29,440	30,030	35,930	48,220	54,570	75,470	98,140	107,010
10	30,160	30,750	36,650	49,550	55,630	77,820	100,780	110,590
11	31,440	32,070	37,790	51,390	57,850	80,080	108,500	117,770
12	32,720	33,390	38,930	53,230	60,070	82,340	116,220	124,950
13	34,000	34,710	40,070	55,070	62,290	84,600	123,940	132,130
14	35,280	36,030	41,210	56,910	64,510	86,860	131,660	139,310
15	36,560	37,350	42,350	58,750	66,730	89,120	139,380	146,490
16	37,840	38,670	43,490	60,590	68,950	91,380	147,100	153,670
17	39,120	39,990	44,630	62,430	71,170	93,640	154,820	160,850
18	40,400	41,310	45,770	64,270	73,390	95,900	162,540	168,030

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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	41,680	42,630	46,910	66,110	75,610	98,160	170,260	175,210
20	42,960	43,950	48,050	67,950	77,830	100,420	177,980	182,390
21	44,180	45,990	50,210	70,650	80,750	104,500	183,960	189,250
22	45,400	48,030	52,370	73,350	83,670	108,580	189,940	196,110
23	46,620	50,070	54,530	76,050	86,590	112,660	195,920	202,970
24	47,840	52,110	56,690	78,750	89,510	116,740	201,900	209,830
25	49,060	54,150	58,850	81,450	92,430	120,820	207,880	216,690
26	50,280	56,190	61,010	84,150	95,350	124,900	213,860	223,550
27	51,500	58,230	63,170	86,850	98,270	128,980	219,840	230,410
28	52,720	60,270	65,330	89,550	101,190	133,060	225,820	237,270
29	53,940	62,310	67,490	92,250	104,110	137,140	231,800	244,130
30	55,160	64,350	69,650	94,950	107,030	141,220	237,780	250,990
40	67,660	75,150	81,450	116,450	143,330	175,620	289,980	303,790
50	80,160	85,950	93,250	137,950	179,630	210,020	342,180	356,590
60	92,660	96,750	105,050	159,450	215,930	244,420	394,380	409,390
70	105,160	107,550	116,850	180,950	252,230	278,820	446,580	462,190
For each additional 0.5kg								
Above 10	640	660	570	920	1,110	1,130	3,860	3,590
Above 20	610	1,020	1,080	1,350	1,460	2,040	2,990	3,430
For each additional 1kg								
30.1 - 70.0	1,250	1,080	1,180	2,150	3,630	3,440	5,220	5,280
70.1 - 300.0	1,750	1,780	1,910	3,200	3,690	3,800	6,450	6,790
300.1 - 3,000*	1,820	1,840	1,970	3,430	3,960	4,070	6,640	7,000

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day to over 81 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 JPY5,500 (JPY1,400 to the USA) (untaxable) to the DHL Express Worldwide prices.

Rates are rounded up to the nearest 0.5kg for shipments up to 30kg, and to the nearest 1kg thereafter. Each piece weight is rounded up to the nearest 0.5kg.

Rates are in 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	6,880	7,090	8,610	9,580	10,700	10,710	16,360	16,550
1	8,470	8,830	10,600	12,020	12,630	16,200	21,930	22,130
1.5	9,680	10,020	12,320	14,310	14,860	19,980	27,500	27,710
2	10,890	11,210	14,040	16,600	17,090	23,760	33,070	33,290
Documents from 2.5kg and non-documents from 0.5kg								
0.5	10,440	10,620	11,640	11,980	14,050	14,790	30,300	30,670
1	11,850	12,100	13,370	14,830	16,310	19,410	35,870	36,250
1.5	13,260	13,580	15,100	17,580	19,020	24,030	41,440	41,830
2	14,670	15,060	16,830	20,330	21,730	28,650	47,010	47,410
2.5	15,960	16,400	18,800	23,200	24,830	33,270	52,580	52,990
3	17,360	17,830	20,930	25,810	28,870	37,480	56,940	57,350
3.5	18,760	19,260	23,060	28,420	32,910	41,690	61,300	61,710
4	20,160	20,690	25,190	31,030	36,950	45,900	65,660	66,070
4.5	21,560	22,120	27,320	33,640	40,990	50,110	70,020	70,430
5	22,960	23,550	29,450	36,250	45,030	54,320	74,380	74,790
5.5	23,680	24,270	30,170	37,580	46,090	56,670	77,020	78,370
6	24,400	24,990	30,890	38,910	47,150	59,020	79,660	81,950
6.5	25,120	25,710	31,610	40,240	48,210	61,370	82,300	85,530
7	25,840	26,430	32,330	41,570	49,270	63,720	84,940	89,110
7.5	26,560	27,150	33,050	42,900	50,330	66,070	87,580	92,690
8	27,280	27,870	33,770	44,230	51,390	68,420	90,220	96,270
8.5	28,000	28,590	34,490	45,560	52,450	70,770	92,860	99,850
9	28,720	29,310	35,210	46,890	53,510	73,120	95,500	103,430
9.5	29,440	30,030	35,930	48,220	54,570	75,470	98,140	107,010
10	30,160	30,750	36,650	49,550	55,630	77,820	100,780	110,590
11	31,440	32,070	37,790	51,390	57,850	80,080	108,500	117,770
12	32,720	33,390	38,930	53,230	60,070	82,340	116,220	124,950
13	34,000	34,710	40,070	55,070	62,290	84,600	123,940	132,130
14	35,280	36,030	41,210	56,910	64,510	86,860	131,660	139,310
15	36,560	37,350	42,350	58,750	66,730	89,120	139,380	146,490
16	37,840	38,670	43,490	60,590	68,950	91,380	147,100	153,670
17	39,120	39,990	44,630	62,430	71,170	93,640	154,820	160,850
18	40,400	41,310	45,770	64,270	73,390	95,900	162,540	168,030

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Import rates by zone and product

➔ DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
19	41,680	42,630	46,910	66,110	75,610	98,160	170,260	175,210
20	42,960	43,950	48,050	67,950	77,830	100,420	177,980	182,390
21	44,180	45,990	50,210	70,650	80,750	104,500	183,960	189,250
22	45,400	48,030	52,370	73,350	83,670	108,580	189,940	196,110
23	46,620	50,070	54,530	76,050	86,590	112,660	195,920	202,970
24	47,840	52,110	56,690	78,750	89,510	116,740	201,900	209,830
25	49,060	54,150	58,850	81,450	92,430	120,820	207,880	216,690
26	50,280	56,190	61,010	84,150	95,350	124,900	213,860	223,550
27	51,500	58,230	63,170	86,850	98,270	128,980	219,840	230,410
28	52,720	60,270	65,330	89,550	101,190	133,060	225,820	237,270
29	53,940	62,310	67,490	92,250	104,110	137,140	231,800	244,130
30	55,160	64,350	69,650	94,950	107,030	141,220	237,780	250,990
40	67,660	75,150	81,450	116,450	143,330	175,620	289,980	303,790
50	80,160	85,950	93,250	137,950	179,630	210,020	342,180	356,590
60	92,660	96,750	105,050	159,450	215,930	244,420	394,380	409,390
70	105,160	107,550	116,850	180,950	252,230	278,820	446,580	462,190
For each additional 0.5kg								
Above 10	640	660	570	920	1,110	1,130	3,860	3,590
Above 20	610	1,020	1,080	1,350	1,460	2,040	2,990	3,430
For each additional 1kg								
30.1 - 70.0	1,250	1,080	1,180	2,150	3,630	3,440	5,220	5,280
70.1 - 300.0	1,750	1,780	1,910	3,200	3,690	3,800	6,450	6,790
300.1 - 3,000*	1,820	1,840	1,970	3,430	3,960	4,070	6,640	7,000

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.

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 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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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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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 Digital Assistant



Email us



Find your nearest DHL Service Point

DHL Express
1-37-8, Higashi-Shinagawa
Shinagawa-Ku
Tokyo 140-0002
Japan

Valid: 1st January 2024
For public use

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

