



DHL EXPRESS

SERVICE & RATE GUIDE 2024

KAZAKHSTAN

GET STARTED

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[Dear Customer](#)

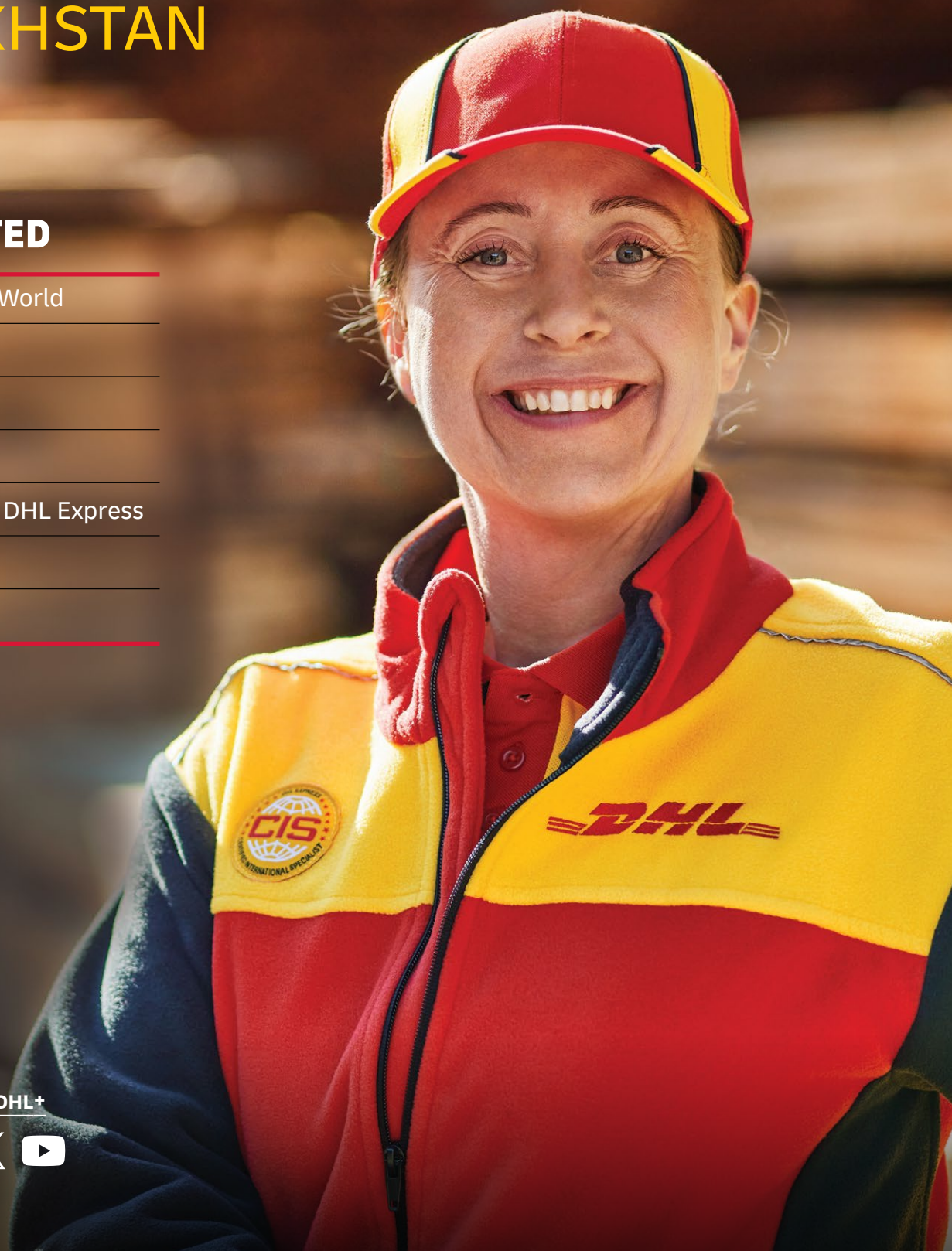
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Get a quote from [MyDHL+](#)

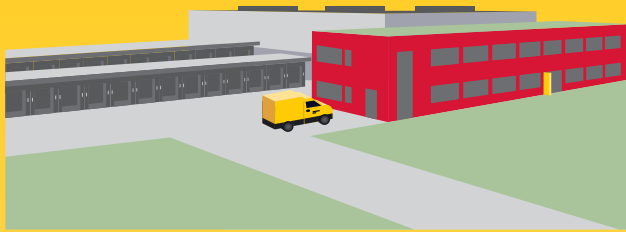


CONNECTING YOUR WORLD

220
countries and
territories served



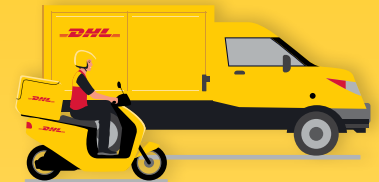
500+
airports served
worldwide



3,500
facilities

300+
aircraft

2,400+
flights per day



34,500
vehicles



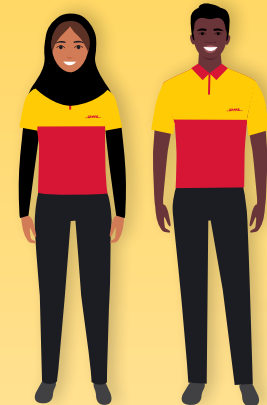
148,000
Service Points

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



296
million

Time Definite shipments per year



120,000
employees



415
TAPA* certifications



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

DEAR CUSTOMER

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

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

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

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

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

In conclusion, please use this guide to learn how DHL Express products, services and tools can meet your logistics needs. **Thank you** for trusting us to be your Logistics Partner of Choice. Tell us how we can support your growth: reach out to us on [MyDHL+](#) or by calling Customer Service on +7 (727) 2588 588.

Sincerely,

Evgeniy Bagdashkin
Country Manager
DHL Express Kazakhstan



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SUSTAINABILITY

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

OUR TARGETS FOR 2030

<29 million

Reduction in our greenhouse gas emissions to under 29 million tonnes

€7 billion

Investment of €7 billion in green technologies

SBTi


Commitment to SBTi (Science-Based Targets initiatives)

30%

SAF blending of 30% for all air transport


CLEAN OPERATIONS FOR CLIMATE PROTECTION


Leader in sustainable aviation


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

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

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

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

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

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

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



GREAT COMPANY TO WORK FOR ALL

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

HIGHLY TRUSTED COMPANY

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



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

EXPORT SERVICES

DHL Express Worldwide

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

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

DHL Express 12:00

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

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

Our premium time-definite service offers a delivery before 9:00 (10:30 to the USA) on lanes that guarantee either a next or second business day delivery. DHL Express 9:00 is offered to the majority of business centers in Europe, the Middle East, Africa, Asia and the Americas. DHL Express 9:00 features a money-back guarantee* and is suitable for pieces up to 30kg and shipments up to 300kg.

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	159	95
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 service is available for import as well. You can order an import from another country, to be delivered to your country or any other destination, by using our dedicated electronic shipping solution for imports. You will have one account number, one invoice in a single currency and a fixed price that means you know exactly what you will pay.

DOMESTIC SERVICES

If you want to ship documents or goods within your own country, we can offer our Time Definite Domestic products with delivery time guarantees of 12:00, 10:30, 9:00 or the end of the next possible business day.

DHL EXPRESS ENVELOPE

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

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



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GLOBAL TRADE AND YOU

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

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

Trade growth expanding across a broader range of countries

New poles emerging: world trade center of gravity moving south

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



POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

Discover and grow

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

International e-commerce

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

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

Fast, flexible and easy

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



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OPTIONAL SERVICES

[View charges](#)

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

GoGreen Plus

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

Dedicated Pickup

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

Dedicated Delivery

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

Saturday Pickup

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

Saturday Delivery

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

Shipment Insurance

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

Extended Liability

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

Shipment Preparation

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

Packaging Supplies

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

DUTY BILLING SERVICES

Duty Tax Paid

DHL can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever duties, taxes or other regulatory fees occur, and shipper has requested that those are to be billed outside of the destination country.

Duty Tax Processing:

Account Customers

DHL will accelerate the customs clearance process making prompt payment of duty and tax charges relating to a shipment, while the receiver defers payment until an agreed date.

Duty Tax Processing:

Non-Account Customers

This default service covers any import of a non-document shipment for which DHL has used its own credit line with Customs to advance or guarantee the payment of duties, taxes or regulatory charges on behalf of importers and consumers with whom DHL has no contract.

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OPTIONAL SERVICES

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Verbal Notification

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

Hold for Collection

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

Residential Address

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

Direct Signature

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

Adult Signature

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

No Signature Required

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

Change of Billing

This applies when a customer requests a change of defined billing information on an already issued invoice, which will result in a reissuing of the invoice and, in case of an account change, crediting of the old account and debiting of the new.



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

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SURCHARGES

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In order to maintain a consistently high level of service, in specific circumstances DHL Express levies a surcharge for exceptional activities, ensuring that these surcharges are fair for all of our customers.

Fuel Surcharge

The fuel surcharge for International Time Definite services will be based on the daily average spot prices for US Gulf Coast (USGC) kerosene-type jet fuel, as reported by the U.S. Department of Energy between 3rd week release of prior month to 3rd week release of actual month. For example, the daily average price for fuel from 18th April to 15th May is used to determine the applicable surcharge in June.

The fuel surcharge for Day Definite services will be based on the most suitable national measure of diesel fuel prices. The surcharge is linked to the consumer price in local currency of diesel fuel inclusive of duties and taxes and published [here](#). Within Europe this is measured by the European Commission Directorate General for Energy and Transport and published in the Oil Bulletin. The fuel surcharge applies to transportation charges on all services and to the following surcharges (where applicable): Saturday Delivery, Saturday Pickup, Elevated Risk, Demand Surcharge, Emergency Situation, Remote Area Delivery, Remote Area Pickup, Dedicated Pickup, Dedicated Delivery, Residential Address, Overweight Piece, Oversize Piece and Non-Stackable Pallet.

DHL reserves the right to change the fuel surcharge index and table with or without notice. Both the amount and duration of the surcharge will be determined at DHL's sole discretion.

Remote Area

This surcharge applies when a shipment is collected from or delivered to a location that is distant or difficult to serve.

Overweight Piece

A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70kg.

Oversize Piece

This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 120cm. Does not apply to pieces already subject to Overweight Piece surcharge.

Non-Stackable Pallet

This fixed surcharge is applied to every pallet within a shipment that cannot be stacked, either on request by the shipper, or



because of its shape, content or packaging. This surcharge does not apply to pieces below 30kg.

Demand Surcharge

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

Emergency Situation

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

Biological Substance UN3373

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

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➔ SURCHARGES

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Address Correction

A fixed surcharge is applied per shipment when the destination address provided by the Shipper is incomplete, outdated or incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.

Data Entry

A surcharge applies if the shipping label is not correctly completed or has not been produced electronically according to DHL standards and therefore requires manual data entry by DHL.

Security Charges

Additional surcharges may apply when shipping to or importing from a destination country where DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism (**Elevated Risk**), or when shipping to or importing from a destination country that is subject to trade restrictions imposed by the UN Security Council or by national legislation such as the European Union or the US Office of Foreign Assets Control (OFAC) (**Restricted Destination**).



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

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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.

Broker Notification

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

Other Government Agency

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

Bonded Transit

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

Export Declaration

Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Where automated export systems are available to the public, shippers may avoid the charge by submitting the export declaration online. In case of IMP billed shipments DHL will submit the export declaration in order to accelerate the export at origin and pass the charge to the payer's account.

HOW TO SHIP WITH DHL EXPRESS

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: _____					



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Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

PACKAGING YOUR SHIPMENT

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

Packaging guidelines

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

DHL packaging

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

The items available include:

- Flyer bags
- Cardboard document envelopes
- Boxes in a range of sizes
- Tubes
- Bottle boxes

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

Prohibited and Restricted Commodities

Prohibited Items

The following items will NOT be accepted for carriage by DHL.

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

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



HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Restricted Items

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

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

Packaging Your Shipment

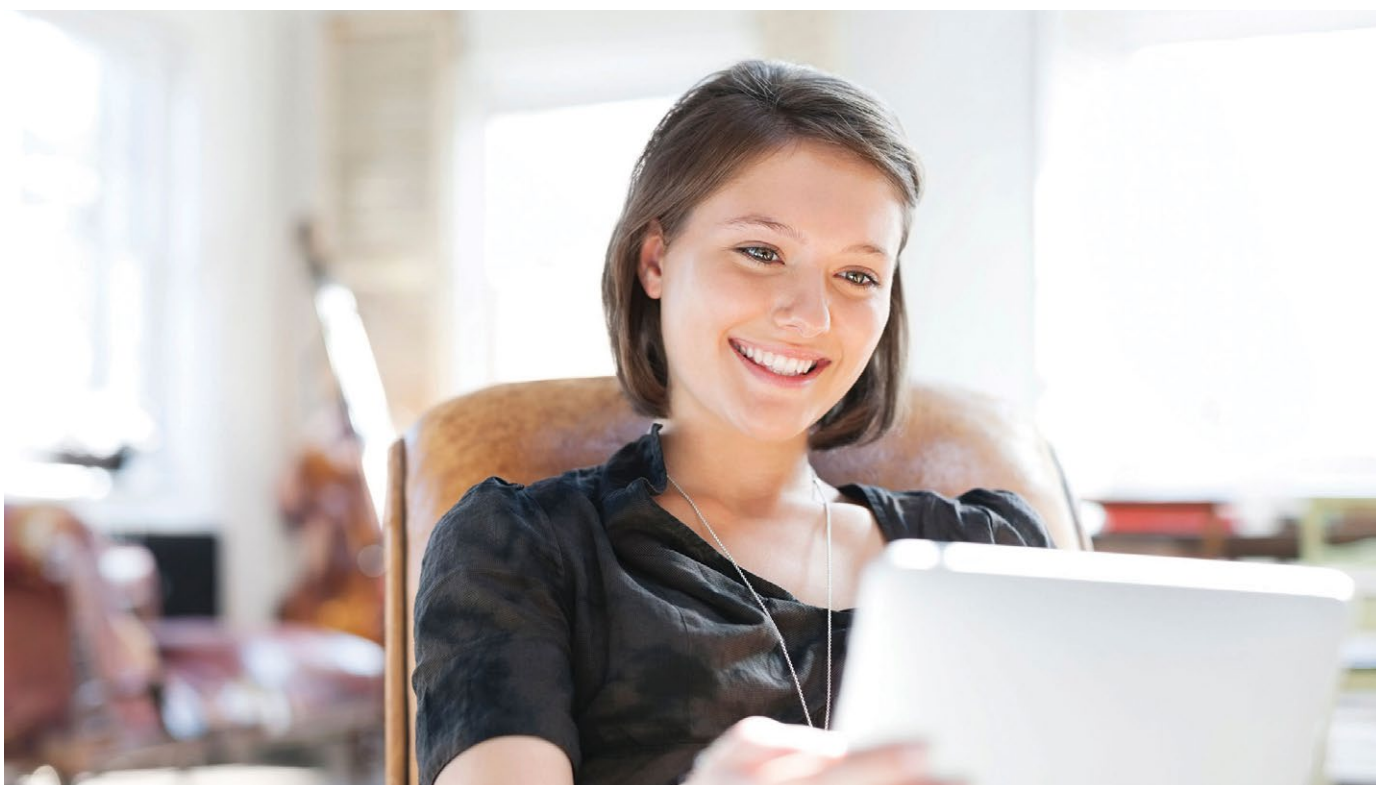
Agreement on Dangerous Goods by Road ("ADR") or International Maritime Dangerous Goods ("IMDG") regulations

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

Paying for Your Shipment

PAYING FOR YOUR SHIPMENT

You can pay for DHL Express services either with cash, a credit card or by bank transfer. You can open an account with DHL Express to pay via bank transfer; and all account customers receive invoices on a pre-agreed basis. For more details, please get in touch with a Customer Service Advisor at your local DHL Express office or go to mydhl.express.dhl.



DIGITALIZATION

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

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

MYDHL+



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

mydhl.express.dhl

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.

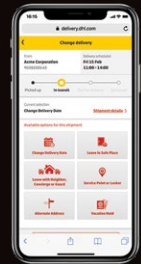
And the benefits for you? You can support clearing customs more quickly and more accurately, help avoid delays and unexpected customs or tax costs, and pre-plan your shipment journeys so that you understand potential prohibitions and restrictions.

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.



ROBOTICS

Driven by rapid technological advancements and increasing supply chain complexity, robotics solutions are entering the logistics environment, boosting productivity and driving zero-defect processes.

Robots are adopting more roles at DHL Express, assisting workers with the most repetitive and labor-intensive tasks and freeing them up to do higher-order, customer-facing activities. Examples include the use of articulated robotic arms for sorting inbound packages to last-mile delivery routes. We have four such robots in use globally, with this number set to double soon.

Our robots help get couriers out on the road faster – which means your parcels get delivered faster.

DIGITAL TRUST

Logistics requires transferring data and content around the world and we embrace a responsibility to do this securely. Our standards led by our Binding Corporate Rules and by our [Data Privacy Policy](#) apply throughout the DHL Group and are approved by the Supervisory Authorities. We maintain a comprehensive [Information Security](#) and [Data Protection](#) approach based on ISO/IEC 27001:2013 and GDPR, to ensure a high standard when managing customer information assets and personal data. We aim to provide a rapid response to any security incident via our 24x7 Cyber Defence Centre (CDC) with global coverage and our global DPO community.

DHL Group acts as controller in respect of any personal data it receives from customers and holds to effectively provide transportation services and in regard to the delivery of any shipments or documents that it processes to perform its contractual obligations. DHL Group will act as a data controller when an individual is executing their rights under privacy legislations.



DIGITAL ASSISTANT

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



[Chat with us now!](#)

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CALCULATE THE PRICE OF YOUR SHIPMENT



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



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



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



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 84 KZT per kg
Dedicated Pickup	Per shipment	250 KZT per kg with minimum of 15,000 KZT
Dedicated Delivery	Per shipment	220 KZT per kg with minimum of 22,000 KZT
Saturday Pickup	Per shipment	14,500 KZT
Saturday Delivery	Per shipment	19,600 KZT
Shipment Insurance	By shipment value	5,100 KZT or 1% of stated shipment value if higher
Extended Liability	Per shipment	2,500 KZT
Shipment Preparation	Per shipment	12,300 KZT
Packaging Supplies		
Plastic Flyer Stack	Per stack	12,000 KZT per stack (100 flyers)
Bulk Packaging	Per stack	Variable
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of 8,000 KZT
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 8,000 KZT
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 8,000 KZT
Verbal Notification	Per shipment	3,000 KZT
Hold for Collection	No charge	No charge
Residential Address	Per shipment	2,600 KZT
Direct Signature	Per shipment	2,500 KZT
Adult Signature	Per shipment	2,500 KZT
Change of Billing	Per invoice	6,000 KZT

For a full list of optional services, please visit 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	550 KZT per kg 11,000 KZT minimum per shipment
Remote Area Pickup	Per shipment	550 KZT per kg 11,000 KZT minimum per shipment
Additional Handling		
Overweight Piece	Per piece	47,000 KZT
Oversize Piece	Per piece	25,000 KZT
Non-Stackable Pallet	Per piece	134,500 KZT
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
Address Correction		
Address Correction	Per shipment	5,400 KZT
Data Entry	Per shipment	5,000 KZT
Security Charges		
Elevated Risk	Per shipment	15,000 KZT
Restricted Destination	Per shipment	16,000 KZT

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



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CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	5,000 KZT
Clearance Processing	Per shipment	5,000 KZT
Permits and Licenses	Per shipment	15,000 KZT plus cost of certificate
Bonded Storage	Per shipment, per day after three working days	1,000 KZT per shipment and 15 KZT per kg (both per day after three working days)
Multiline Entry	Rate per line, after five lines	5,000 KZT
Broker Notification	Per shipment	10,000 KZT
Other Government Agency	Per shipment	15,000 KZT plus cost of certificate
Bonded Transit	Per shipment	40,000 KZT
Export Declaration	Per shipment	55,000 KZT for shipment values exceeding 200 EUR declared value

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



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SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Afghanistan	7	✓	doc	doc	✓
Albania	3	✓	doc	doc	✓
Algeria	6	✓	doc	doc	✓
American Samoa	7	✓	doc	doc	✓
Andorra	3	✓	doc	doc	✓
Angola	7	✓	doc	doc	✓
Anguilla	7	✓	doc	doc	✓
Antigua	7	✓	doc	doc	✓
Argentina	7	✓	✓	doc	✓
Armenia	1	✓	doc	doc	✓
Aruba	7	✓	doc	doc	✓
Australia	7	✓	✓	doc	✓
Austria	2	✓	✓	✓	✓
Azerbaijan	1	✓	doc	doc	✓
Bahamas	7	✓	doc	doc	✓
Bahrain	6	✓	doc	doc	✓
Bangladesh	5	✓	doc	doc	✓
Barbados	7	✓	doc	doc	✓
Belarus	1	✓	doc	doc	✓
Belgium	2	✓	✓	✓	✓
Belize	7	✓	doc	doc	✓
Benin	7	✓	doc	doc	✓
Bermuda	7	✓	doc	doc	✓
Bhutan	5	✓	doc	doc	✓
Bolivia	7	✓	doc	doc	✓
Bonaire	7	✓	doc	doc	✓
Bosnia and Herzegovina	3	✓	doc	doc	✓
Botswana	7	✓	doc	doc	✓
Brazil	7	✓	✓	doc	✓
Brunei	5	✓	doc	doc	✓
Bulgaria	3	✓	doc	doc	✓
Burkina Faso	7	✓	✓	doc	✓
Burundi	7	✓	doc	doc	✓
Cambodia	5	✓	doc	doc	✓
Cameroon	7	✓	doc	doc	✓
Canada	4	✓	✓	doc	✓
Canary Islands, The	7	✓	doc	doc	✓
Cape Verde	7	✓	doc	doc	✓
Cayman Islands	7	✓	doc	doc	✓
Central African Republic	7	✓	doc	doc	✓
Chad	7	✓	doc	doc	✓
Chile	7	✓	doc	doc	✓
China, People's Republic	5	✓	✓	doc	✓
Colombia	7	✓	doc	doc	✓
Comoros	7	✓	doc	doc	✓
Congo	7	✓	doc	doc	✓
Congo, Democratic Rep. of	7	✓	doc	doc	✓
Cook Islands	7	✓	doc	doc	✓
Costa Rica	7	✓	doc	doc	✓
Cote d'Ivoire	7	✓	doc	doc	✓
Croatia	3	✓	✓	doc	✓
Cuba	7	✓	doc	doc	✓
Curacao	7	✓	doc	doc	✓
Cyprus	3	✓	✓	doc	✓
Czech Republic, The	2	✓	✓	✓	✓
Denmark	3	✓	✓	✓	✓
Djibouti	6	✓	doc	doc	✓
Dominica	7	✓	doc	doc	✓
Dominican Republic	7	✓	doc	doc	✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Ecuador	7	✓	doc	doc	✓
Egypt	6	✓	doc	doc	✓
El Salvador	7	✓	doc	doc	✓
Eritrea	7	✓	doc	doc	✓
Estonia	2	✓	✓	doc	✓
Eswatini	7	✓	doc	doc	✓
Ethiopia	7	✓	doc	doc	✓
Falkland Islands	7	✓	doc	doc	✓
Faroe Islands	7	✓	doc	doc	✓
Fiji	7	✓	doc	doc	✓
Finland	3	✓	✓	doc	✓
France	2	✓	✓	✓	✓
French Guiana	7	✓	doc	doc	✓
Gabon	7	✓	doc	doc	✓
Gambia	7	✓	doc	doc	✓
Georgia	1	✓	doc	doc	✓
Germany	2	✓	✓	✓	✓
Ghana	7	✓	doc	doc	✓
Gibraltar	3	✓	doc	doc	✓
Greece	3	✓	✓	✓	✓
Greenland	7	✓	doc	doc	✓
Grenada	7	✓	doc	doc	✓
Guadeloupe	7	✓	doc	doc	✓
Guam	7	✓	doc	doc	✓
Guatemala	7	✓	doc	doc	✓
Guernsey	3	✓	✓	✓	✓
Guinea Republic	7	✓	doc	doc	✓
Guinea-Bissau	7	✓	doc	doc	✓
Guinea-Equatorial	7	✓	doc	doc	✓
Guyana (British)	7	✓	doc	doc	✓
Haiti	7	✓	doc	doc	✓
Honduras	7	✓	doc	doc	✓
Hong Kong SAR China	5	✓	doc	doc	✓
Hungary	2	✓	✓	doc	✓
Iceland	3	✓	✓	doc	✓
India	5	✓	✓	doc	✓
Indonesia	5	✓	doc	doc	✓
Iran, Islamic Rep. of	6	✓	doc	doc	✓
Iraq	7	✓	doc	doc	✓
Ireland, Rep. of	3	✓	✓	✓	✓
Israel	6	✓	doc	doc	✓
Italy	2	✓	✓	✓	✓
Jamaica	7	✓	doc	doc	✓
Japan	5	✓	✓	doc	✓
Jersey	3	✓	✓	✓	✓
Jordan	6	✓	doc	doc	✓
Kazakhstan	0	✓	doc	doc	✓
Kenya	7	✓	doc	doc	✓
Kiribati	7	✓	doc	doc	✓
Korea, D.P.R. of (North)	5	✓	doc	doc	✓
Korea, Rep. of (South)	5	✓	✓	doc	✓
Kosovo	3	✓	doc	doc	✓
Kuwait	6	✓	doc	doc	✓
Kyrgyzstan	1	✓	doc	doc	✓
Lao P.D.R.	5	✓	doc	doc	✓
Latvia	2	✓	doc	doc	✓
Lebanon	6	✓	doc	doc	✓
Lesotho	7	✓	doc	doc	✓
Liberia	7	✓	doc	doc	✓

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

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

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Sao Tome & Principe	7	✓	doc	doc	✓
Saudi Arabia	6	✓	doc	doc	✓
Senegal	7	✓	doc	doc	✓
Serbia, Rep. of	3	✓	doc	doc	✓
Seychelles	7	✓	doc	doc	✓
Sierra Leone	7	✓	doc	doc	✓
Singapore	5	✓	doc	doc	✓
Slovakia	3	✓	doc	doc	✓
Slovenia	3	✓	doc	doc	✓
Solomon Islands	7	✓	doc	doc	✓
Somalia	7	✓	doc	doc	✓
Somaliland, Rep. (N. Somalia)	7	✓	doc	doc	✓
South Africa	7	✓	doc	doc	✓
South Sudan	7	✓	doc	doc	✓
Spain	3	✓	doc	doc	✓
Sri Lanka	5	✓	doc	doc	✓
St. Barthelemy	7	✓	doc	doc	✓
St. Eustatius	7	✓	doc	doc	✓
St. Helena	7	✓	doc	doc	✓
St. Kitts	7	✓	doc	doc	✓
St. Lucia	7	✓	doc	doc	✓
St. Maarten	7	✓	doc	doc	✓
St. Vincent	7	✓	doc	doc	✓
Sudan	7	✓	doc	doc	✓
Suriname	7	✓	doc	doc	✓
Sweden	3	✓	doc	doc	✓
Switzerland	2	✓	doc	doc	✓
Syria	6	✓	doc	doc	✓
Tahiti	7	✓	doc	doc	✓
Taiwan, China	5	✓	doc	doc	✓
Tajikistan	1	✓	doc	doc	✓
Tanzania	7	✓	doc	doc	✓
Thailand	5	✓	doc	doc	✓
Timor-Leste	7	✓	doc	doc	✓
Togo	7	✓	doc	doc	✓
Tonga	7	✓	doc	doc	✓
Trinidad and Tobago	7	✓	doc	doc	✓
Tunisia	6	✓	doc	doc	✓
Türkiye	3	✓	doc	doc	✓
Turkmenistan	1	✓	doc	doc	✓
Turks and Caicos Islands	7	✓	doc	doc	✓
Tuvalu	7	✓	doc	doc	✓
Uganda	7	✓	doc	doc	✓
Ukraine	1	✓	doc	doc	✓
United Arab Emirates	6	✓	doc	doc	✓
United Kingdom	2	✓	doc	doc	✓
United States of America	4	✓	doc	doc (10:30)	✓
Uruguay	7	✓	doc	doc	✓
Uzbekistan	1	✓	doc	doc	✓
Vanuatu	7	✓	doc	doc	✓
Vatican City	2	✓	doc	doc	✓
Venezuela	7	✓	doc	doc	✓
Vietnam	5	✓	doc	doc	✓
Virgin Islands (British)	7	✓	doc	doc	✓
Virgin Islands (US)	7	✓	doc	doc	✓
Yemen, Rep. of	6	✓	doc	doc	✓
Zambia	7	✓	doc	doc	✓
Zimbabwe	7	✓	doc	doc	✓

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

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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- Digitalization
- ▶ Zones and Rates

ZONES AND RATES

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Export rates by zone and product

DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Envelopes up to 0.3kg							
0.3	24,980	57,562	67,641	69,951	71,527	74,276	95,525
Documents only up to 2kg							
0.5	26,570	60,516	71,226	73,658	75,319	78,689	97,272
1	33,330	73,957	85,520	89,954	91,354	94,137	120,404
1.5	40,144	87,385	99,984	107,426	108,475	111,954	142,813
2	46,958	100,813	114,448	124,898	125,596	129,771	165,222
Documents from 2.5kg and non-documents from 0.5kg							
0.5	35,300	67,293	78,496	81,858	85,962	87,494	103,249
1	43,410	82,341	94,373	100,285	104,240	104,786	128,232
1.5	49,918	94,921	107,804	116,817	120,733	121,472	149,358
2	56,426	107,501	121,235	133,349	137,226	138,158	170,484
2.5	63,602	121,023	135,674	151,115	154,483	156,092	192,587
3	69,026	131,478	146,655	163,965	168,842	171,616	212,758
3.5	74,450	141,933	157,636	176,815	183,201	187,140	232,929
4	79,874	152,388	168,617	189,665	197,560	202,664	253,100
4.5	85,298	162,843	179,598	202,515	211,919	218,188	273,271
5	90,722	173,298	190,579	215,365	226,278	233,712	293,442
5.5	95,034	181,271	199,891	224,756	235,586	242,854	305,156
6	99,346	189,244	209,203	234,147	244,894	251,996	316,870
6.5	103,658	197,217	218,515	243,538	254,202	261,138	328,584
7	107,970	205,190	227,827	252,929	263,510	270,280	340,298
7.5	112,282	213,163	237,139	262,320	272,818	279,422	352,012
8	116,594	221,136	246,451	271,711	282,126	288,564	363,726
8.5	120,906	229,109	255,763	281,102	291,434	297,706	375,440
9	125,218	237,082	265,075	290,493	300,742	306,848	387,154
9.5	129,530	245,055	274,387	299,884	310,050	315,990	398,868
10	133,842	253,028	283,699	309,275	319,358	325,132	410,582
11	139,330	262,914	294,193	321,285	332,768	340,794	434,660
12	144,818	272,800	304,687	333,295	346,178	356,456	458,738
13	150,306	282,686	315,181	345,305	359,588	372,118	482,816
14	155,794	292,572	325,675	357,315	372,998	387,780	506,894
15	161,282	302,458	336,169	369,325	386,408	403,442	530,972
16	166,770	312,344	346,663	381,335	399,818	419,104	555,050
17	172,258	322,230	357,157	393,345	413,228	434,766	579,128
18	177,746	332,116	367,651	405,355	426,638	450,428	603,206

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
19	183,234	342,002	378,145	417,365	440,048	466,090	627,284
20	188,722	351,888	388,639	429,375	453,458	481,752	651,362
21	194,148	363,052	400,697	441,513	468,116	496,104	673,352
22	199,574	374,216	412,755	453,651	482,774	510,456	695,342
23	205,000	385,380	424,813	465,789	497,432	524,808	717,332
24	210,426	396,544	436,871	477,927	512,090	539,160	739,322
25	215,852	407,708	448,929	490,065	526,748	553,512	761,312
26	221,278	418,872	460,987	502,203	541,406	567,864	783,302
27	226,704	430,036	473,045	514,341	556,064	582,216	805,292
28	232,130	441,200	485,103	526,479	570,722	596,568	827,282
29	237,556	452,364	497,161	538,617	585,380	610,920	849,272
30	242,982	463,528	509,219	550,755	600,038	625,272	871,262
40	299,932	576,708	624,739	668,735	726,548	778,392	1,067,302
50	356,882	689,888	740,259	786,715	853,058	931,512	1,263,342
60	413,832	803,068	855,779	904,695	979,568	1,084,632	1,459,382
70	470,782	916,248	971,299	1,022,675	1,106,078	1,237,752	1,655,422
For each additional 0.5kg							
Above 10	2,744	4,943	5,247	6,005	6,705	7,831	12,039
Above 20	2,713	5,582	6,029	6,069	7,329	7,176	10,995
For each additional 1kg							
30.1 - 70.0	5,695	11,318	11,552	11,798	12,651	15,312	19,604
70.1 - 300.0	6,213	11,819	12,431	12,694	13,199	15,989	20,304
300.1 - 3,000*	6,834	13,639	14,350	13,968	15,699	18,483	22,404

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day to over 159 countries worldwide.

Add 3,000 KZT 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 95 countries worldwide. Add 17,000 KZT 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 KZT and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges. Terms and conditions apply – see mydhl.express.dhl for details.

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Import rates by zone and product

DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Documents only up to 2kg							
0.5	31,252	67,133	82,968	86,606	90,295	91,792	100,495
1	35,594	74,370	90,317	97,967	101,757	103,251	116,286
1.5	43,994	94,609	107,816	117,723	126,097	128,700	147,487
2	52,394	114,848	125,315	137,479	150,437	154,149	178,688
Documents from 2.5kg and non-documents from 0.5kg							
0.5	40,309	75,778	93,271	98,177	100,530	103,811	106,768
1	45,331	84,083	99,841	109,260	111,651	114,442	133,484
1.5	55,158	102,248	118,247	130,795	133,935	142,189	163,420
2	64,985	120,413	136,653	152,330	156,219	169,936	193,356
2.5	74,517	135,111	152,083	171,316	175,478	189,440	217,209
3	81,723	147,876	165,448	187,087	192,845	208,312	241,242
3.5	88,929	160,641	178,813	202,858	210,212	227,184	265,275
4	96,135	173,406	192,178	218,629	227,579	246,056	289,308
4.5	103,341	186,171	205,543	234,400	244,946	264,928	313,341
5	110,547	198,936	218,908	250,171	262,313	283,800	337,374
5.5	115,781	208,022	229,340	260,977	273,205	294,785	350,615
6	121,015	217,108	239,772	271,783	284,097	305,770	363,856
6.5	126,249	226,194	250,204	282,589	294,989	316,755	377,097
7	131,483	235,280	260,636	293,395	305,881	327,740	390,338
7.5	136,717	244,366	271,068	304,201	316,773	338,725	403,579
8	141,951	253,452	281,500	315,007	327,665	349,710	416,820
8.5	147,185	262,538	291,932	325,813	338,557	360,695	430,061
9	152,419	271,624	302,364	336,619	349,449	371,680	443,302
9.5	157,653	280,710	312,796	347,425	360,341	382,665	456,543
10	162,887	289,796	323,228	358,231	371,233	393,650	469,784
11	169,557	301,262	335,174	372,403	386,499	411,982	497,002
12	176,227	312,728	347,120	386,575	401,765	430,314	524,220
13	182,897	324,194	359,066	400,747	417,031	448,646	551,438
14	189,567	335,660	371,012	414,919	432,297	466,978	578,656
15	196,237	347,126	382,958	429,091	447,563	485,310	605,874
16	202,907	358,592	394,904	443,263	462,829	503,642	633,092
17	209,577	370,058	406,850	457,435	478,095	521,974	660,310
18	216,247	381,524	418,796	471,607	493,361	540,306	687,528

Continues overleaf

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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
19	222,917	392,990	430,742	485,779	508,627	558,638	714,746
20	229,587	404,456	442,688	499,951	523,893	576,970	741,964
21	235,793	416,402	456,212	513,541	540,339	592,614	766,372
22	241,999	428,348	469,736	527,131	556,785	608,258	790,780
23	248,205	440,294	483,260	540,721	573,231	623,902	815,188
24	254,411	452,240	496,784	554,311	589,677	639,546	839,596
25	260,617	464,186	510,308	567,901	606,123	655,190	864,004
26	266,823	476,132	523,832	581,491	622,569	670,834	888,412
27	273,029	488,078	537,356	595,081	639,015	686,478	912,820
28	279,235	500,024	550,880	608,671	655,461	702,122	937,228
29	285,441	511,970	564,404	622,261	671,907	717,766	961,636
30	291,647	523,916	577,928	635,851	688,353	733,410	986,044
40	355,227	653,936	710,668	772,701	835,073	907,820	1,217,404
50	418,807	783,956	843,408	909,551	981,793	1,082,230	1,448,764
60	482,387	913,976	976,148	1,046,401	1,128,513	1,256,640	1,680,124
70	545,967	1,043,996	1,108,888	1,183,251	1,275,233	1,431,050	1,911,484
For each additional 0.5kg							
Above 10	3,335	5,733	5,973	7,086	7,633	9,166	13,609
Above 20	3,103	5,973	6,762	6,795	8,223	7,822	12,204
For each additional 1kg							
30.1 - 70.0	6,358	13,002	13,274	13,685	14,672	17,441	23,136
70.1 - 300.0	6,937	15,737	16,307	16,878	17,639	21,129	24,682
300.1 - 3,000*	7,158	16,619	16,960	17,761	18,776	22,493	25,465

DHL Express 12:00 – Guaranteed delivery before 12:00 on the next possible working day from over 159 countries worldwide.

Add 3,000 KZT 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 KZT and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges.

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

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DOMESTIC SERVICES

DHL delivers documents and parcels door-to-door to the majority of cities and locations across Kazakhstan. Now we offer Same Day, pre 09:00 hrs, pre 10:30 hrs, pre 12:00 hrs and pre close of business time definite delivery to many towns and cities. Please check your delivery options when making a pick up request.

Calculating the rate:

1. Identify which service you require on page 5.
2. Identify the zone numbers of the origin and destination locations. Use the greatest value of zone.
3. Using the rate identified, read down the rate table until you find the weight indicator closest to the weight of your shipment.
4. Reading across at this weight indicator will give you the rate for sending your shipment.

ORIGIN AND DESTINATION CITIES

City	Zone
Almaty	1
Astana	1
Taldykorgan	1
Zhezkazgan	1
Kokshetau	1
Karaganda	1
Kostanay	1
Rudnyy	1
Kyzylorda	1
Shymkent	1
Taraz	1
Petropavlovsk	1
Pavlodar	2
Ekibastuz	2
Ust-Kamenogorsk	2
Semey	2
Aktobe	3
Atyrau	3
Aktau	3
Uralsk	3

Example:

To send your 0.5kg shipment DHL Domestic Express 18:00 from Nur-Sultan to Karaganda:

1. In the list of cities served identify rate zone numbers for origin and destination.
2. In Rate Table "DOMESTIC EXPRESS 18:00" find the intersection of weight 0.5kg and zone 1.
3. The rate for your shipment is 8,611 KZT.

DHL CITYLINE

Reliable and economic delivery of documents and non-documents "from a door to a door" within the city on the next possible business day.

Calculating the rate:

1. Read down the rate table until you find the weight indicator closest to the weight of your shipment.
2. Reading across at the weight indicator will give you the rate for sending your shipment.

Example:

To send your 18kg shipment using DHL CITYLINE:

1. Reading across at the 18kg weight indicator in the table below will give you the rate for sending your shipment.
2. The rate for your shipment is 4,372 KZT.

Weight in kg	Rate
Up to 10	3,500
10.5	3,600
11	3,700
11.5	3,800
12	3,900
12.5	4,000
13	4,100
13.5	4,200
14	4,300
14.5	4,400
15	4,500
15.5	4,600
16	4,700
16.5	4,800
17	4,900
17.5	5,000
18	5,100
18.5	5,200
19	5,300
19.5	5,400
20	5,500
For each additional 0.5kg	
From 10	100
From 20	200

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. Terms and conditions apply – see mydhl.express.dhl for details. Rates are in KZT and exclude VAT and all surcharges.

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Domestic rates by zone and product

DHL EXPRESS DOMESTIC

Weight in lb	Zone 1	Zone 2	Zone 3
Envelopes up to 0.3kg			
0.3	9,339	10,480	11,045
Documents only up to 2kg			
0.5	9,903	11,045	11,606
1	11,748	12,890	13,873
1.5	13,593	14,735	16,140
2	15,438	16,580	18,407
2.5	17,283	18,425	20,674
3	18,563	19,838	21,954
3.5	19,843	21,251	23,234
4	21,123	22,664	24,514
4.5	22,403	24,077	25,794
5	23,683	25,490	27,074
5.5	25,096	26,770	28,487
6	26,509	28,050	29,900
6.5	27,922	29,330	31,313
7	29,335	30,610	32,726
7.5	30,748	31,890	34,139
8	32,161	33,170	35,552
8.5	33,574	34,450	36,965
9	34,987	35,730	38,378
9.5	36,400	37,010	39,791
10	37,813	38,290	41,204
11	40,957	41,434	44,320
12	44,101	44,578	47,436
13	47,245	47,722	50,552
14	50,389	50,866	53,668
15	53,533	54,010	56,784

Weight in lb	Zone 1	Zone 2	Zone 3
16	56,677	57,154	59,900
17	59,821	60,298	63,016
18	62,965	63,442	66,132
19	66,109	66,586	69,248
20	69,253	69,730	72,364
21	71,813	72,290	74,924
22	74,373	74,850	77,484
23	76,933	77,410	80,044
24	79,493	79,970	82,604
25	82,053	82,530	85,164
26	84,613	85,090	87,724
27	87,173	87,650	90,284
28	89,733	90,210	92,844
29	92,293	92,770	95,404
30	94,853	95,330	97,964
40	121,833	122,310	124,944
50	148,813	149,290	151,924
60	175,793	176,270	178,904
70	202,773	203,250	205,884
For each additional 0.5kg			
Above 10	1,572	1,572	1,558
Above 20	1,280	1,280	1,280
For each additional 0.5kg			
30.1 - 70.0	1,349	1,349	1,349
70.1 - 300.0	1,143	1,143	1,139
300.1 - 1,000*	1,139	1,413	1,280

Add 11,000 KZT to the above prices for DHL Domestic Express 9:00.

Add 5,000 KZT for DHL Domestic Express 10:30 and 3,000 KZT for DHL Domestic Express 12:00.

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050000 Almaty
Kazakhstan

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.

