



DHL EXPRESS

SERVICE & RATE GUIDE 2023

INDIA

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CONNECTING YOUR WORLD

Operating in
220+
countries and
territories worldwide



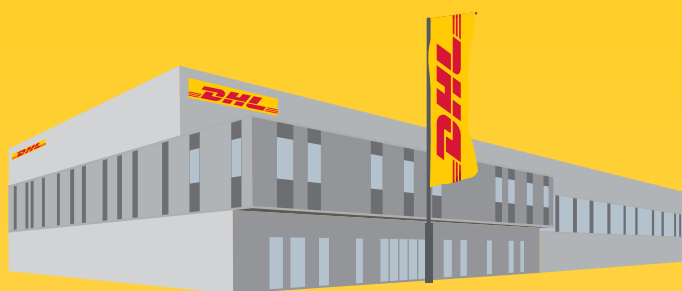
320+
aircraft



2,300+
flights per day



34,600+
vehicles



3,400+
facilities



111,800+
Service Points

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

MISSION 2050
ZERO EMISSIONS
GOGREEN

523
million+
shipments per year



120,000+
employees

370+
TAPA* certifications



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

DEAR CUSTOMER

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

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

In response to these and other uncontrollable events, we continue to make significant **investments** to reinforce the resilience of our global network and secure critical supply chains – thereby continuing to prove our ability to offer reliable services to our customers globally. As an example, we invested in the expansion of our air network, with new airline collaborations with Cargojet and Singapore Airlines in addition to the acquisition of six Boeing 777F aircraft. In India, we are investing €22 million over the next few years in the expansion of India's largest express airside facility at Bengaluru Airport. The facility spans 112,000 sq feet, and can handle over 90,000 tons of cargo per year. This expansion at DHL Bengaluru Gateway offers 12 to 24 hours faster TAT for imports, and also increases the daily pickup cut-off time for export shipments by up to 60 minutes. Investments like these allow us to grow the DHL network and improve service quality for you – our customer.

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

buildings and offering a portfolio of green products. Read more about this on page 4 and on the DPDHL Sustainability portal.

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

We strive to successfully continue our partnership and remain committed to supporting your business anytime and anywhere. **Globalization** remains a powerful force and we invite you to read the first edition of the global DHL Trade Growth Atlas report, which we hope will become a go-to resource for understanding and navigating shifts in the global trade landscape – see page 7 for more. Thank you for trusting us to be your Logistics Partner of Choice! Tell us how we can support you further – please reach out to us on MyDHL+ or by calling Customer Service on 1800 111 345 / 1800 209 1345.

Sincerely,

R.S. Subramanian
Country Manager
DHL Express India



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](#).



<29 million

Reduction in our greenhouse gas emissions to under 29 million tonnes

SBTi

Commitment to SBTi (Science-Based Targets initiatives)

OUR TARGETS FOR 2030

€7 billion

Investment of €7 billion in green technologies

30%

SAF blending of 30% for all air transport

CLEAN OPERATIONS FOR CLIMATE PROTECTION



Leader in sustainable aviation

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

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



Green last-mile and line-haul

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



Carbon neutral buildings

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



Green product portfolio

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

GREAT COMPANY TO WORK FOR ALL

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

HIGHLY TRUSTED COMPANY

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



SERVICE OFFERING

Export Services

Import Services

Enabling Your Growth

Optional Services

Surcharges

Customs Services

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

EXPORT SERVICES

DHL Express Worldwide

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

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

DHL Express 12:00

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

DHL Express 9:00

Our premium time-definite service offers a delivery before 9:00 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 available for documents.

Our international services at a glance

	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00
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 on the next possible business day
Money-back guarantee	No	Yes*	Yes*
Countries and territories covered	More than 220	88	28
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.



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GLOBAL TRADE AND YOU

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

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

Global trade surprisingly resilient through COVID-19 pandemic

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

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



POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

Discover and grow

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

International e-commerce

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

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

Fast, flexible and easy

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



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OPTIONAL SERVICES

[View charges](#)

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

Dedicated Pickup and Delivery

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

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.

Saturday Delivery

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

Shipment Value Protection

We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss.

Extended Liability

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

Direct Signature

If you are sending sensitive documents or high value contents you can request DHL to obtain a direct signature from the consignee or a representative at the delivery address. DHL will

ensure your shipment is not re-directed, or delivered at an alternative address.

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.

Residential Address

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

GoGreen Climate Neutral

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

Change of Billing

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

Neutral Delivery

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

DUTY BILLING SERVICES

Duty Tax Paid

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

Duty Tax Importer

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

Duty Tax Receiver

This service covers any import of a non-document shipment for which DHL has used its own credit line with Customs to advance or guarantee the payment of duties, taxes or regulatory charges on behalf of importers and consumers with whom DHL has no contract. An extra charge based on a minimum rate or a percentage of the fiscal charges that were advanced or guaranteed is billed to the duty tax payer.

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

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SURCHARGES

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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

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

Remote Area

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

Overweight Piece

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

Oversize Piece

This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 120cm.

Non-Stackable Pallet

This fixed surcharge is applied to every pallet within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging. This surcharge does not apply to pieces below 30kg.

Dangerous Goods

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

Address Correction

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

Data Entry

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

Security Charges

Additional surcharges may apply when shipping from or to a destination country where DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism (**Elevated Risk**), or when shipping from or to a destination country that is subject to trade restrictions imposed by the UN Security Council (**Restricted Destination**).

Emergency Situation

A temporary surcharge, which allows us to cover operating cost increases due to an emergency situation out of DHL's control. Change in market dynamics and air capacity availability is reflected through regular price adjustments.

Peak Season

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

Bulk Packaging and Plastic Flyer Stack

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



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

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

Broker Notification

At the importer's 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.

Release to Broker

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



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.

Bonded Storage

Storage charges apply when the shipment cannot be released by customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.

Export Declaration

Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Depending on origin country, shippers that submit a declaration online may avoid the local charge

Multiline Entry

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

Permits and Licenses

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

Temporary Import Export

At Customer's request DHL facilitates the temporary import/export of goods by submitting required documents such as an ATA Carnet and adhering to required clearance procedures as specified by Customs.

HOW TO SHIP WITH DHL EXPRESS

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

1 Shipment weight

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

2 Documentation required: waybill

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

3 Documentation required: invoice

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



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PREPARING YOUR SHIPMENT INVOICE

Your invoice will require the following details:

1. BANK DETAILS

These are the bank details that will be used for the transaction between the seller and buyer. These details are not required for non-commercial/proforma invoices.

2. DESCRIPTION

Generic or broad descriptions are no longer permitted and are likely to cause delays. Descriptions should include the items, how many there are, what they are made of, and what they will be used for. Describing items as 'samples', 'parts' or 'electronics' is not acceptable for customs classification, safety and security reasons. Instead of 'electronics', for example, use a description such as 'television'.

3. COMMODITY CODE

This is the product identification code used by the exporting country to classify the goods to be exported. It assists clearance and avoids delays.

4. COUNTRY OF MANUFACTURE/ORIGIN

This relates to the place of manufacture, not the country of export. If items are manufactured in more than one country, please list the origins.

5. TOTAL DECLARED VALUE

This is the total value of the transaction for customs purposes based on the Incoterm selected. The total declared value should include freight and insurance charges if the seller is responsible for these two elements.

6. TYPE OF EXPORT

The options are: (1) Permanent; (2) Temporary; and (3) Repair & Return.

7. INCOTERM

Insert the Incoterm that best describes the terms of the transaction. For example, DAP (Delivered At Place).

8. REASON FOR EXPORT

This could be: For Sale; For Repair; After Repair; Gift; Sample; Personal Use Not For Resale; Replacement; Intercompany Transfer; or Personal Effects.

Commercial invoice						
Bank details				Exporter		
1.				Tax ID/VAT number		
Importer (bill to)				Date		
				Waybill number		
				Invoice number		
				Exporter code		
				Receiver if different from Importer		
				Tax ID/VAT number		
				Shipment reference		
Full description of goods	Commodity code	Item quantity	Unit value [Currency]	Subtotal value [Currency]	Net weight	Country of manufacture/origin
2.	3.					4.
Freight						
Insurance						
Total declared value/currency				Total net weight/kg(s)		
5.						
Total pieces				Total gross weight/kg(s)		
6. Type of export						
7. Incoterms						
8. Reason for export						
I/We hereby certify that the information contained in this invoice is true and correct and that the contents of the shipments are as stated above.						
Position in company				Signature		
				Company stamp		



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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:

- Cardboard document envelopes
- Boxes in a range of size

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)



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Restricted Items

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

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

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

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

PAYING FOR YOUR SHIPMENT

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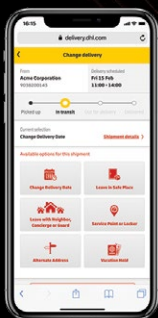
Digitalization is one of the most important trends impacting logistics, and it is one of the key pillars of DPDHL's Strategy 2025. Through digitalization we bring benefits for our customers, our operations and our own people.

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

ON DEMAND DELIVERY

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

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



ondemand.dhl.com



Scheduled delivery



Signature release/leave your signature



Alternative address



Collect from Service Point



Vacation hold



Leave with neighbor or concierge

DHL EXPRESS COMMERCE

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

MYDHL+

mydhl.express.dhl

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



DHL EXPRESS MOBILE APP



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



DIGITALIZATION

 Connecting your World

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 How to Ship with DHL Express

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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. A live chat helpdesk, it tracks your shipments, answers queries and directs you to FAQs, and has over 238,000 distinct sessions in India over the course of a year.



[Chat with us now!](#)



ROBOTICS

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

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

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



DIGITAL TRUST

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

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

CUSTOMER SHIPPING INTEGRATION

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

SPECIFIC SOLUTIONS

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

ZONES AND RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

Service Capability
and Rating Zones

Export
Services

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Services

CALCULATE THE PRICE OF YOUR SHIPMENT



Determine which zone your destination is in (page 19) and whether yours is a document or non-document shipment.



Do you need your shipments to arrive by the end of business or earlier in the day (page 5)?



Based on weight (page 11), zone and speed, confirm your base price (page 21 for exports and page 23 for imports).



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

Base price + Optional services + Surcharges = Total price

OPTIONAL SERVICES

[View explanation](#)

Optional services	Charging method	Charge
Dedicated Pickup	Per shipment	40 per kg with minimum of INR 1,760
Dedicated Delivery	Per shipment	40 per kg with minimum of INR 3,520
Shipment Preparation	Per shipment	INR 2,600
Saturday Delivery	Per shipment	INR 2,700
Shipment Value Protection	By shipment value	INR 880 or 1% of stated shipment value if higher
Extended Liability	Per shipment	INR 400
Direct Signature	Per shipment	INR 410
Printed Invoice	Per invoice	INR 250
Residential Address	Per shipment	INR 250
GoGreen Climate Neutral	Per shipment	INR 8.8 per kg with minimum of INR 8.8
Change of Billing	Per invoice	INR 900
Neutral Delivery	Per shipment	INR 500
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of INR 2,350
Duty Tax Importer	% of fiscal charges	2% of fiscal charges with minimum of INR 820
Duty Tax Receiver	% of fiscal charges	2% of fiscal charges with minimum of INR 820

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

ZONES AND RATES

[Calculate the Price of Your Shipment](#)
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[Surcharges](#)
[Customs Services](#)
[Service Capability and Rating Zones](#)
[Export Services](#)
[Import Services](#)

SURCHARGES

[View explanation](#)

Surcharges	Charging method	Charge
Fuel Surcharge	Per shipment	Percentage of transportation and additional charges, as per index; details here
Remote Area	Per shipment	INR 40 per kg with a minimum of INR 2,350 per shipment
Additional Handling		
Overweight Piece	Per piece	INR 7,800
Oversize Piece	Per piece	INR 4,100
Non-Stackable Pallet	Per piece	INR 20,500
Dangerous Goods		
Full Dangerous Goods	Per piece	INR 6,600
Lithium Batteries Section II (966, 969)	Per piece	INR 410
Excepted Quantities	Per piece	INR 440
Address Correction	Per shipment	INR 900
Data Entry	Per shipment	INR 450
Security Charges		
Elevated Risk	Per shipment	INR 1,800
Restricted Destination	Per shipment	INR 2,700
Packaging Items		
Plastic Flyers	Per stack	INR 1,600 per stack (100 flyers)
Bulk packaging	Per stack	Variable by packaging type and quantity

CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Broker Notification	Per shipment	INR 3,150
Release to Broker	Per shipment	INR 3,300
Non-Routine Entry	Per shipment	INR 3,100
Bonded Storage	Per shipment, per day after three calendar days	INR 500 per shipment and INR 10 per kg (both per day after three calendar days)
Export Declaration	Per shipment	INR 2,600
Multiline Entry	Rate per line, after five lines	INR 440
Permits and Licenses	Per shipment	INR 2,600
Temporary Import Export	Per shipment	INR 3,520

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

ZONES AND RATES

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Calculate the Price of Your Shipment Optional Services Surcharges Customs Services Service Capability and Rating Zones Export Services Import Services

SERVICE CAPABILITY AND RATING ZONES

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

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

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Table continues overleaf

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

ZONES AND RATES

- Connecting Your World
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- ▶ Zones and Rates**

Calculate the Price of Your Shipment Optional Services Surcharges Customs Services Service Capability and Rating Zones Export Services Import Services

SERVICE CAPABILITY AND RATING ZONES

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

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

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ZONES AND RATES

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Export rates by zone and product

DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10
Documents only up to 2kg										
0.5	2,732	3,390	3,564	3,642	3,949	4,044	3,778	3,846	4,898	5,764
1	3,488	4,413	4,666	4,707	5,186	5,262	4,908	4,843	6,675	7,392
1.5	4,125	5,276	5,613	5,679	6,233	6,276	5,699	5,655	7,768	8,741
2	4,762	6,139	6,560	6,651	7,280	7,290	6,490	6,467	8,861	10,090
Documents from 2.5kg and non-documents from 0.5kg										
0.5	3,383	4,467	4,704	4,898	5,025	5,181	4,811	4,948	6,051	7,006
1	4,404	5,523	5,873	6,040	6,285	6,379	5,560	5,717	7,986	8,689
1.5	5,068	6,369	6,776	6,959	7,225	7,331	6,309	6,488	9,062	10,038
2	5,732	7,215	7,679	7,878	8,165	8,283	7,058	7,259	10,138	11,387
2.5	6,395	8,061	8,593	8,797	9,106	9,235	7,807	8,030	11,215	12,736
3	6,906	8,700	9,342	9,546	9,876	10,050	8,498	8,751	12,200	14,002
3.5	7,417	9,339	10,091	10,295	10,646	10,865	9,189	9,472	13,185	15,268
4	7,928	9,978	10,840	11,044	11,416	11,680	9,880	10,193	14,170	16,534
4.5	8,439	10,617	11,589	11,793	12,186	12,495	10,571	10,914	15,155	17,800
5	8,950	11,256	12,338	12,542	12,956	13,310	11,262	11,635	16,140	19,066
5.5	9,255	11,624	12,868	13,082	13,514	13,858	11,820	12,239	16,986	20,132
6	9,560	11,992	13,398	13,622	14,072	14,406	12,378	12,843	17,832	21,198
6.5	9,865	12,360	13,928	14,162	14,630	14,954	12,936	13,447	18,678	22,264
7	10,170	12,728	14,458	14,702	15,188	15,502	13,494	14,051	19,524	23,330
7.5	10,475	13,096	14,988	15,242	15,746	16,050	14,052	14,655	20,370	24,396
8	10,780	13,464	15,518	15,782	16,304	16,598	14,610	15,259	21,216	25,462
8.5	11,085	13,832	16,048	16,322	16,862	17,146	15,168	15,863	22,062	26,528
9	11,390	14,200	16,578	16,862	17,420	17,694	15,726	16,467	22,908	27,594
9.5	11,695	14,568	17,108	17,402	17,978	18,242	16,284	17,071	23,754	28,660
10	12,000	14,936	17,638	17,942	18,536	18,790	16,842	17,675	24,600	29,726
10.5	12,355	15,190	18,052	18,348	18,949	19,232	17,238	18,189	25,308	30,489
11	12,710	15,444	18,466	18,754	19,362	19,674	17,634	18,703	26,016	31,252
11.5	13,065	15,698	18,880	19,160	19,775	20,116	18,030	19,217	26,724	32,015
12	13,420	15,952	19,294	19,566	20,188	20,558	18,426	19,731	27,432	32,778
12.5	13,775	16,206	19,708	19,972	20,601	21,000	18,822	20,245	28,140	33,541
13	14,130	16,460	20,122	20,378	21,014	21,442	19,218	20,759	28,848	34,304
13.5	14,485	16,714	20,536	20,784	21,427	21,884	19,614	21,273	29,556	35,067
14	14,840	16,968	20,950	21,190	21,840	22,326	20,010	21,787	30,264	35,830

Table continues overleaf

ZONES AND RATES

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Export rates by zone and product

DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10
14.5	15,195	17,222	21,364	21,596	22,253	22,768	20,406	22,301	30,972	36,593
15	15,550	17,476	21,778	22,002	22,666	23,210	20,802	22,815	31,680	37,356
15.5	15,905	17,730	22,192	22,408	23,079	23,652	21,198	23,329	32,388	38,119
16	16,260	17,984	22,606	22,814	23,492	24,094	21,594	23,843	33,096	38,882
16.5	16,615	18,238	23,020	23,220	23,905	24,536	21,990	24,357	33,804	39,645
17	16,970	18,492	23,434	23,626	24,318	24,978	22,386	24,871	34,512	40,408
17.5	17,325	18,746	23,848	24,032	24,731	25,420	22,782	25,385	35,220	41,171
18	17,680	19,000	24,262	24,438	25,144	25,862	23,178	25,899	35,928	41,934
18.5	18,035	19,254	24,676	24,844	25,557	26,304	23,574	26,413	36,636	42,697
19	18,390	19,508	25,090	25,250	25,970	26,746	23,970	26,927	37,344	43,460
19.5	18,745	19,762	25,504	25,656	26,383	27,188	24,366	27,441	38,052	44,223
20	19,100	20,016	25,918	26,062	26,796	27,630	24,762	27,955	38,760	44,986
21	19,839	20,987	27,159	27,195	28,285	29,011	26,132	29,347	40,443	47,197
22	20,578	21,958	28,400	28,328	29,774	30,392	27,502	30,739	42,126	49,408
23	21,317	22,929	29,641	29,461	31,263	31,773	28,872	32,131	43,809	51,619
24	22,056	23,900	30,882	30,594	32,752	33,154	30,242	33,523	45,492	53,830
25	22,795	24,871	32,123	31,727	34,241	34,535	31,612	34,915	47,175	56,041
26	23,534	25,842	33,364	32,860	35,730	35,916	32,982	36,307	48,858	58,252
27	24,273	26,813	34,605	33,993	37,219	37,297	34,352	37,699	50,541	60,463
28	25,012	27,784	35,846	35,126	38,708	38,678	35,722	39,091	52,224	62,674
29	25,751	28,755	37,087	36,259	40,197	40,059	37,092	40,483	53,907	64,885
30	26,490	29,726	38,328	37,392	41,686	41,440	38,462	41,875	55,590	67,096
Multiplier rate per 1kg from 30.1kg										
30.1 - 70.0	830	939	1,134	1,138	1,333	1,339	1,258	1,351	1,654	2,114
70.1 - 300.0	768	860	1,039	1,056	1,226	1,228	1,197	1,313	1,556	1,986
300.1 - 3,000*	789	886	1,068	1,087	1,261	1,265	1,228	1,375	1,616	2,043

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ZONES AND RATES

Calculate the Price
of Your Shipment

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Service Capability
and Rating Zones

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Import rates by zone and product

DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10
Documents only up to 2kg										
0.5	3,278	4,068	4,277	4,370	4,739	4,853	4,534	4,615	5,878	6,917
1	4,185	5,296	5,599	5,648	6,223	6,315	5,890	5,811	8,010	8,871
1.5	4,949	6,332	6,735	6,814	7,479	7,532	6,839	6,785	9,322	10,490
2	5,713	7,368	7,871	7,980	8,735	8,749	7,788	7,759	10,634	12,109
Documents from 2.5kg and non-documents from 0.5kg										
0.5	4,060	5,360	5,645	5,878	6,030	6,217	5,773	5,938	7,261	8,407
1	5,285	6,627	7,048	7,248	7,542	7,655	6,672	6,861	9,583	10,427
1.5	6,082	7,642	8,132	8,351	8,670	8,797	7,571	7,786	10,874	12,046
2	6,879	8,657	9,216	9,454	9,798	9,939	8,470	8,711	12,165	13,665
2.5	7,675	9,672	10,313	10,557	10,927	11,081	9,369	9,636	13,457	15,284
3	8,288	10,439	11,212	11,456	11,851	12,059	10,198	10,501	14,639	16,803
3.5	8,901	11,206	12,111	12,355	12,775	13,037	11,027	11,366	15,821	18,322
4	9,514	11,973	13,010	13,254	13,699	14,015	11,856	12,231	17,003	19,841
4.5	10,127	12,740	13,909	14,153	14,623	14,993	12,685	13,096	18,185	21,360
5	10,740	13,507	14,808	15,052	15,547	15,971	13,514	13,961	19,367	22,879
5.5	11,106	13,949	15,444	15,700	16,217	16,629	14,184	14,686	20,382	24,158
6	11,472	14,391	16,080	16,348	16,887	17,287	14,854	15,411	21,397	25,437
6.5	11,838	14,833	16,716	16,996	17,557	17,945	15,524	16,136	22,412	26,716
7	12,204	15,275	17,352	17,644	18,227	18,603	16,194	16,861	23,427	27,995
7.5	12,570	15,717	17,988	18,292	18,897	19,261	16,864	17,586	24,442	29,274
8	12,936	16,159	18,624	18,940	19,567	19,919	17,534	18,311	25,457	30,553
8.5	13,302	16,601	19,260	19,588	20,237	20,577	18,204	19,036	26,472	31,832
9	13,668	17,043	19,896	20,236	20,907	21,235	18,874	19,761	27,487	33,111
9.5	14,034	17,485	20,532	20,884	21,577	21,893	19,544	20,486	28,502	34,390
10	14,400	17,927	21,168	21,532	22,247	22,551	20,214	21,211	29,517	35,669
10.5	14,826	18,232	21,665	22,019	22,743	23,081	20,689	21,828	30,367	36,585
11	15,252	18,537	22,162	22,506	23,239	23,611	21,164	22,445	31,217	37,501
11.5	15,678	18,842	22,659	22,993	23,735	24,141	21,639	23,062	32,067	38,417
12	16,104	19,147	23,156	23,480	24,231	24,671	22,114	23,679	32,917	39,333
12.5	16,530	19,452	23,653	23,967	24,727	25,201	22,589	24,296	33,767	40,249
13	16,956	19,757	24,150	24,454	25,223	25,731	23,064	24,913	34,617	41,165
13.5	17,382	20,062	24,647	24,941	25,719	26,261	23,539	25,530	35,467	42,081
14	17,808	20,367	25,144	25,428	26,215	26,791	24,014	26,147	36,317	42,997

Table continues overleaf

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Import rates by zone and product

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Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10
14.5	18,234	20,672	25,641	25,915	26,711	27,321	24,489	26,764	37,167	43,913
15	18,660	20,977	26,138	26,402	27,207	27,851	24,964	27,381	38,017	44,829
15.5	19,086	21,282	26,635	26,889	27,703	28,381	25,439	27,998	38,867	45,745
16	19,512	21,587	27,132	27,376	28,199	28,911	25,914	28,615	39,717	46,661
16.5	19,938	21,892	27,629	27,863	28,695	29,441	26,389	29,232	40,567	47,577
17	20,364	22,197	28,126	28,350	29,191	29,971	26,864	29,849	41,417	48,493
17.5	20,790	22,502	28,623	28,837	29,687	30,501	27,339	30,466	42,267	49,409
18	21,216	22,807	29,120	29,324	30,183	31,031	27,814	31,083	43,117	50,325
18.5	21,642	23,112	29,617	29,811	30,679	31,561	28,289	31,700	43,967	51,241
19	22,068	23,417	30,114	30,298	31,175	32,091	28,764	32,317	44,817	52,157
19.5	22,494	23,722	30,611	30,785	31,671	32,621	29,239	32,934	45,667	53,073
20	22,920	24,027	31,108	31,272	32,167	33,151	29,714	33,551	46,517	53,989
21	23,346	24,332	31,605	31,759	32,662	33,644	30,189	34,168	47,367	54,905
22	23,772	24,637	32,102	32,246	33,167	34,137	30,664	34,785	48,217	55,821
23	24,198	24,942	32,600	32,733	33,690	34,610	31,139	35,402	49,067	56,737
24	24,624	25,247	33,097	33,220	34,213	35,083	31,614	36,019	49,917	57,653
25	25,050	25,552	33,595	33,708	34,736	35,566	32,089	36,636	50,767	58,569
26	25,476	25,857	34,092	34,195	35,259	36,049	32,564	37,253	51,617	59,485
27	25,902	26,162	34,590	34,683	35,782	36,562	33,039	37,870	52,467	60,401
28	26,328	26,467	35,087	35,170	36,305	37,075	33,514	38,487	53,317	61,317
29	26,754	26,772	35,585	35,658	36,828	37,588	33,989	39,104	54,167	62,233
30	27,180	27,077	36,082	36,155	37,351	38,101	34,464	39,721	55,017	63,149
30.1 - 70.0	996	1,127	1,361	1,366	1,600	1,607	1,510	1,621	1,985	2,537
70.1 - 300.0	922	1,032	1,247	1,267	1,471	1,474	1,436	1,576	1,867	2,383
300.1 - 3,000*	947	1,063	1,282	1,304	1,513	1,518	1,474	1,650	1,939	2,452

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