



# Tariff and transit guide.

Effective from June 2005

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# Welcome to DHL

We are proud to announce that the new DHL now offers you an even greater range of services – not only the familiar, highly reliable international services but also a new European road solution across Europe, DHL *EUROPLUS*. All of them are covered in this guide.

Product guide	
UK Domestic Express	International Air Express
DHL Sameday	Pre-9 am
Pre-9 am	Pre-12 noon
Pre-12 noon	European Union Express
Close of business	Worldwide Document Express
	Worldwide Parcel Express
	Import Express
European Road Express	Business Mail
DHL Europlus	DHL Globalmail Business

# UK domestic services – in summary

In our competitive age, where totally reliable delivery services with rapid response times are essential to your business, DHL offers a range of products designed to cater for all your delivery requirements within the UK. You can choose between our door-to-door next day and time-definite services:

## Close of Business

**Close of Business service** The standard service for business to business shipments across the UK, which are to reach their destination by the end of the next working day.

## Pre-9 am & Pre-12 noon

**Pre-9 am service** For particularly urgent shipments which are to reach their destination by 9.00 am the next day, with proactive delivery notification and a money-back guarantee\*

**Pre-12 noon service** For delivery by 12.00 noon the next day, with on-line tracking and a money-back guarantee\*

And now there's even a same day service!

## Same day

**DHL Sameday** DHL now offers a range of same day services for the urgent delivery of documents and parcels throughout the UK. You can choose either a motorbike or van (depending on the size of your shipment) to collect and deliver directly from A to B. Whether it's from one postcode to another within the same city, or from one end of the country to the other, DHL can help you. Please contact Customer Services for further information. (Page 31)

\* Additional terms and conditions apply, these can be found on our website, [www.dhl.co.uk](http://www.dhl.co.uk)

The features of the complete range of DHL UK domestic services are set out here in an easy to read table.

UK domestic services – Key features at a glance				
	Close of Business	Pre-9 am	Pre-12 noon	Sameday
Door-to-door delivery	•	•	•	•
Frequent user discount	•			
Shipper's interest insurance	•	•	•	
One regular monthly invoice	•	•	•	•
Weekly invoice option	•	•	•	•
Free tracking service	•	•	•	•
Proactive notification of delivery		•		•
Money-back guarantee*		•	•	
24-hour, 7 day service				•

\* Additional terms and conditions apply, these can be found on our website, [www.dhl.co.uk](http://www.dhl.co.uk)



# Export / Import services – in summary

If you want to export or import dutiable or non-dutiable goods urgently, you can rely on our world-class range of Express services to get you moving. For **particularly urgent** shipments to and from specified postcodes, towns and cities around the world, our time-definite services mean you can choose delivery before 12 noon or even 9.00 am.

## Exporting

**Worldwide Document Express** The international Air express service for shipments where duty is not liable, eg. reports, contracts.

## Importing

**Worldwide Parcel Express** The international Air express service for dutiable goods door-to-door, where you want, when you want.

**European Union (Document or Parcel) Express** For express door-to-door delivery of all shipments within the European Union. This service applies for both importing and exporting shipments.

## Pre-9 am & Pre-12 noon

**Pre-9 am** For delivery before 9.00 am to and from specified locations, with proactive notification of delivery and a money-back guarantee\*.

## Pre-9 am & Pre-12 noon

**Pre 12 noon** For delivery before 12.00 to and from specified locations, with a money-back guarantee\*.

## Globalmail Business

**DHL Globalmail Business** For all your non-urgent international business mail choose one of our two Global Mail services and save time, money and hassle.

## European Road Services

**DHL Europlus** provides customers with an alternative means of distributing your goods throughout Europe using our road express network.

\* Additional terms and conditions apply. These can be found on our website, [www.dhl.co.uk](http://www.dhl.co.uk)



The features of the complete range of DHL international services are set out below in an easy to read table. The colour coding shows whether these services are available for exporting, importing, or both.

● = Exporting   ● = Importing

Export and import services – Key features at a glance							
	Worldwide Document Express	Worldwide Parcel Express	European Union Express	Pre-9 am	Pre-12 noon	Global Mail	DHL Europlus
Door-to-door delivery	● ●	● ●	● ●	● ●	● ●	●	● ●
Non-dutiable goods	● ●		● ●	● ●	● ●	●	● ●
Dutiable goods		● ●		● ●	● ●		● ●
Variable weight-related charge	● ●	● ●	● ●	● ●	● ●	●	● ●
Frequent user discount	●	●	●				
Shipper's interest insurance	● ●	● ●	● ●	● ●	● ●		
One regular monthly invoice	● ●	● ●	● ●	● ●	● ●	●	● ●
Free tracking service	● ●	● ●	● ●	● ●	● ●		● ●
Proactive notification of delivery				● ●			
Money-back guarantee*				● ●	● ●		

For export and/or import services, follow the simple steps on pages 8 and 9 to calculate costs and prepare your shipment for dispatch.

\* Additional terms and conditions apply. These can be found on our website, [www.dhl.co.uk](http://www.dhl.co.uk)

# Shipping steps

## STEP 1

### Decide whether you require a domestic...



Use the orange tabs on the right to find the pages for UK domestic services.

- Close of Business**
- Pre-12 noon**
- Pre-9 am**
- Same day**

### ...or international service



Use the coloured tabs to find the pages that cover the service you require:

**Exporting**  
(Excluding Pre-9 and Pre-12 services) on pages 14-15

**Pre-9 am & Pre-12 noon**  
For export on pages 16-17

**DHL EUROPLUS**  
For export on pages 18-19

**Global Mail**  
on pages 20-21

**Importing**  
(Excluding Pre-9 and Pre-12 services) on pages 22-23

**Pre-9 am & Pre-12 noon**  
For import on pages 24-25



Use the red tab on the top right for **Rate bandings and transit times** to find the **list of countries** serviced by DHL. Countries served by our **time-definite services (Pre-9 and Pre-12)** are also indicated on these pages.

Follow the instructions there to determine the **rate band** (from A to J)

for your **country of destination** (for export) or **country of origin** (for import).

These tables also tell you how long it will take for your shipment to be delivered (the **transit times**).

## STEP 2

### Calculate the cost of your shipment

To determine the **cost** of your shipment, follow the instructions given on the pages dealing with your chosen service. Make sure you know the **weight** of your shipment.

Please note, we only check the actual weight for Express services and the

volumetric weight and charge according to whichever is greater. See page 30 for how to calculate volumetric weight.

Remember to deduct any **Frequent User Discount**, if applicable.

DHL reserves the right to charge for collection and delivery service for remote areas (**RAS**).

From time to time it may be necessary to implement a fuel surcharge. Please refer to [www.dhl.co.uk](http://www.dhl.co.uk) for more information.

## STEP 3

## Select a shipping method (Software and Internet based tools)



The following tools are available from [www.dhl.co.uk](http://www.dhl.co.uk):

**Web Shipping**

On-line processing tool, which helps you prepare shipments, make bookings and track shipments.

**DHL Connect**

Desktop shipping software using Internet technology to help you take control of the shipment process, including booking collections and tracking your shipments

## STEP 4

## Book your service



Make your booking using one of the shipping / processing tools described in Step 3, above.

If this is not possible, please call Customer Services to make your booking (Please see page 31).

You will need to complete an Air Waybill and, if sending goods outside the EU, an invoice for customs. These can be completed using one of the shipping tools mentioned above.

## STEP 5

## Track your shipment

You can track the progress of your shipments using one of the shipping / processing tools described in Step 3, above, or one the following methods:

**Web site**

Log on to our web site at [www.dhl.co.uk](http://www.dhl.co.uk) and select 'tracking'.

**Email**

Send an email containing up to 10 Air Waybill numbers to [track@dhl.com](mailto:track@dhl.com)

**SMS Tracking**

Use your mobile to track single Air Waybills. Send your number as a text to 07720 334455.

**SpeedTracking**

Call our **Customer Services**, select 'tracking' and key in your Air Waybill number. It will confirm the delivery details and you can request a fax confirming delivery.

**WAP Tracking**

Log on to [www.dhl.co.uk](http://www.dhl.co.uk) and select 'shipping tools' for details.

## General information

Exporting and importing require certain regulations to be observed. Please check additional information (Page 29) for any special conditions before making final shipping arrangement.

For more information on how to track a shipment using the **DHL Sameday** service, please call the relevant **enquiry line** (see page 31).

## How to use the tables

1 Select the service you want from the table alongside.

2 Weigh your document(s) or parcel(s) in kilograms. You may need to calculate its volumetric weight see page 30

3 Next, look down the weight column in the table here until you reach the correct document or shipment weight.

4 Then look across to the column that corresponds with the selected service. The figure shown is the shipment cost in £s.

If you are using the **Close of Business** service, remember you may qualify for the **Frequent User Discount** (see panel opposite).

Please note, to check the postcode availability for the **Pre-9 am** and **Pre-12 noon** services, visit [www.dhl.co.uk](http://www.dhl.co.uk)

## Example

If you send a shipment to Birmingham weighing 1 kg using the **Pre-12 noon** service this will cost £ 49.60.

# UK domestic services

For day and time-definite deliveries all across the UK, helping your business to provide the highest standards of customer service, use these two pages to calculate the costs for the following services:

- Close of Business
- Pre 12 noon
- Pre-9 am

## Three great options for next day delivery

### Close of Business service

- Multi piece shipments delivered by end of next business day
- Standard collection time
- Proof of delivery

### Pre-12 noon service

- Multi piece shipments delivered by midday
- Standard collection time
- Money-back guarantee\*\*

### Pre-9 am service

- Multi piece shipments delivered before 9 am
- Standard collection time
- Proactive notification of delivery\*
- Money-back guarantee\*\*

**High volume** DHL offers a high volume domestic distribution service subject to contract. For further details, please call: **0845 6076527**.

## DHL Sameday service

DHL now offers a comprehensive same day delivery service for direct, urgent deliveries or multi-drop runs by bike or van; we can deliver fast across town or throughout the country. For more information or to book, simply call the **Sameday enquiry line** (see page 31). A special account number is required.

\* To receive proactive confirmation of delivery for Pre-9 am shipments you must register your preferred method of contact when you make your booking with Customer Services.

\*\* For the terms and conditions of the Money-back guarantee please contact DHL.

**Next day domestic service rates**

	Close of Business	Pre-12 noon	Pre-9 am
<b>Kgs</b>			
0.5	31.40	42.30	70.95
1	37.10	49.60	77.05
1.5	38.75	51.10	77.60
2	40.40	52.60	78.15
2.5	42.05	54.10	78.70
3	43.50	55.95	81.45
3.5	44.90	57.75	84.20
4	46.30	59.55	86.95
4.5	47.70	61.35	89.70
5	49.10	63.15	92.45
5.5	50.55	65.10	95.40
6	52.00	67.05	98.35
6.5	53.45	69.00	101.30
7	54.90	70.95	104.25
7.5	56.35	72.90	107.20
8	57.80	74.85	110.15
8.5	59.25	76.80	113.10
9	60.70	78.75	116.05
9.5	62.15	80.70	119.00
10	63.60	82.65	121.95
10.5	64.65	83.90	123.85
11	65.70	85.15	125.75
11.5	66.75	86.40	127.65
12	67.80	87.65	129.55
12.5	68.85	88.90	131.45
13	69.90	90.15	133.35
13.5	70.95	91.40	135.25
14	72.00	92.65	137.15
14.5	73.05	93.90	139.05
15	74.10	95.15	140.95
15.5	75.15	96.40	142.85
16	76.20	97.65	144.75
16.5	77.25	98.90	146.65
17	78.30	100.15	148.55
17.5	79.35	101.40	150.45
18	80.40	102.65	152.35
18.5	81.45	103.90	154.25
19	82.50	105.15	156.15
19.5	83.55	106.40	158.05
20	84.60	107.65	159.95
20.5	85.70	108.85	161.95
21	86.80	110.05	163.95
21.5	87.90	111.25	165.95
22	89.00	112.45	167.95
22.5	90.10	113.65	169.95
23	91.20	114.85	171.95
23.5	92.30	116.05	173.95
24	93.40	117.25	175.95
24.5	94.50	118.45	177.95
25	95.60	119.65	179.95

Over 25 kg up to 49.5 kg, for each additional 0.5 kg add...

	1.25	1.35	2.00
50	158.10	187.15	279.95

Over 50 kg, for each additional 0.5 kg add...

	1.60	1.80	2.35
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Please note these prices are subject to VAT.

**Maximum weights**

**Close of Business:**

Per shipment: **250 kgs**

**Pre 12 noon**

Per item: **50 kgs**

Per shipment: **250 kgs**

**Pre 9 am**

Per item: **25 kgs**

Per shipment: **250 kgs**

**Frequent User Discount**

With the **Close of Business** service, if you send **four or more** shipments a month, you qualify for our Frequent User Discount. This discount could reduce your monthly shipment bill by up to **31%**.

Just contact **Customer Services** or visit our **web site** to open an account (see page 31).

\* Applicable only to European Union Express, Worldwide Document Express and Worldwide Parcel Express shipments (and also to the UK domestic Close of Business service). Please refer to the **Key features at a glance** tables on pages 5 and 9.

Shipments per month	Discount
Documents or parcels	Per shipment

0-3	nil
4-6	£3
7-10	£4
11-15	£7
16-25	£8
26-40	£9
41-60	£10
60+	Details on application



# Country rate bandings and transit times

## Key

### Rate band

**R** – for exporting

**R** – for importing

\* Indicates the availability of DHL's Pre-9 and Pre-12 services.

\*\* Indicates Pre-12 service only

### Expected transit times (in working days)

**D** **D** – for documents

**P** **P** – for parcels

Country	Exporting			Importing		
	D	P	R	R	D	P
AFGHANISTAN	3-4	3-4	J	J	3-4	3-4
ALBANIA	2	2	J	J	1	1
ALGERIA	3	4	J	J	3	3
AMERICAN SAMOA	6	6	J	J	4	4
ANDORRA	1	2	C	C	1	2-3
ANGOLA	3	3	J	J	2	3
ANGUILLA	5	6	J	J	2	4
ANTIGUA	3-4	3-4	J	J	2	4
ARGENTINA	2	3-4	J	J	3	3
ARMENIA	3	3	G	G	2-3	2-3
ARUBA	3-4	3-4	J	J	3	4
AUSTRALIA	3	3	G	G	2	2
*AUSTRIA*	1	1	C	C	1	1
AZERBAIJAN	2	2	G	G	2	2
BAHAMAS	2-3	3-4	J	J	2	3
*BAHRAIN*	2	2	H	H	2	2
BANGLADESH	3	5	J	J	2	2
BARBADOS	2	2	J	J	3	4
BELARUS	2-3	3-6	F	F	2	2
*BELGIUM*	1	1	A	A	1	1
BELIZE	3	3	J	J	2-3	2-3
BENIN	2	2	J	J	2	2
BERMUDA	2-3	2-3	J	J	2	4
BHUTAN	3	3	J		3	4
BOLIVIA	3-4	5	J	J	3	5
BONAIRE	4	4	J	J	5	5
BOSNIA HERZEGOVINA	2	3	J	J	1	2
BOTSWANA	2-3	3	J	J	2	3
BRAZIL	2-4	2-4	J	J	3	3
BRUNEI	3	4	H	H	2	3
BULGARIA	1	2	F	F	1	1
BURKINO FASO	2-3	2-3	J	J	2-3	2-3
BURUNDI	2	2	J	J	2	2
CAMBODIA	2	3	H	H	2	3
*CAMEROON*	2	2-3	J	J	2	3
CANADA	2-3	2-3	F	F	2	2
CANARY ISLANDS	2	3-4	F	F	2	3
CAPE VERDE ISLANDS	3	4-6	J	J	2-4	2-4
CAYMAN ISLANDS	2	3	J	J	2	3
CENTRAL AFRICAN REP.	3-4	3-4	J	J	3	4
CHAD	4	4-6	J	J	3-4	3-4
*CHANNEL ISLANDS*	1	1	A	A	1	1
CHILE	2-3	2-3	J	J	3	3
CHINA, PEOPLE'S REP.	3-4	3-4	G	G	2	2
COLOMBIA	2-3	3-4	J	J	3	3
COMOROS ISLANDS	5	6	J		2	2
CONGO	2-3	2-3	J	J	3	3
CONGO, DEM. REP.	3	3	J	J	3	3
COOK ISLANDS	3	5	J	J	4	4
COSTA RICA	2	2	J	J	3	3
*CROATIA*	1-2	1-2	J	J	1	1
CUBA	3	3-4	J		3	3
CURACAO	4	4	J	J	3	3
*CYPRUS*	2	2	D	D	1	1
*CZECH REPUBLIC*	1	1	D	D	1	1
*DENMARK*	1	1	C	C	1	1

Country	Exporting			Importing		
	D	P	R	R	D	P
DJIBOUTI	4	4	J	J	3	4
DOMINICA	3-4	3-4	J	J	2	2
DOMINICAN REP.	3	3	J	J	2	3
EAST TIMOR	6	6	J		3	5
ECUADOR	3	4	J	J	3	3
*EGYPT*	2	3	J	J	2	2
EL SALVADOR	2	3	J	J	3	3
EQUATORIAL GUINEA	3-4	3-4	J	J	2	5
ERITREA	2	3	J	J	2	2
ESTONIA	1	1	D	D	1	1
ETHIOPIA	2	3	J	J	2	2
FALKLAND ISLANDS	6	6	J		5	5
FAROE ISLANDS	3	3	J		2	2
FUJI	4	4	J	J	3	4
*FINLAND*	1	1	C	C	1	1
*FRANCE*	1	1	B	B	1	1
FRENCH GUIANA	6	6	J	J	2	3
GABON	2-3	4	J	J	3	3
GAMBIA	3	3	J	J	3	4
GEORGIA	3	4	G	G	2	2
*GERMANY*	1	1	B	B	1	1
*GHANA*	2	2	J	J	2	2
GIBRALTAR	1	2	F	F	2	2
*GREECE*	1	1	C	C	1	1
GREENLAND	2	3	J		3	3
GRENADA	2	3	J	J	2-3	2-3
GUADELOUPE	2	3	J	J	2	2
GUAM	3	3	J	J	2	2
GUATEMALA	2	3	J	J	3	3
GUINEA-BISSAU	3-4	3-4	J	J	3	3
GUINEA REP.	3	3	J	J	2	3
GUYANA	3	3	J	J	4	5
HAITI	2	4	J	J	2	3
HONDURAS REP.	2	3	J	J	3	3
HONG KONG	2	2	G	G	1-2	1-2
*HUNGARY*	1	1	D	D	1	1
*ICELAND*	1	1	G	G	1	2
INDIA	2-3	2-3	H	H	2	2
INDONESIA	2-3	3	G	G	2	2
IRAN	3	4	J		2	2
IRAQ	3-4	3-4	J	J	3-4	3-4
*IRELAND, REP. OF*	1	1	A	A	1	1
ISRAEL	2	2	J	J	2	2
*ITALY*	1-2	1-2	C	C	1-2	1-2
*IVORY COAST*	2	3	J	J	2	3
JAMAICA	2-3	3	J	J	3	4
JAPAN	2-3	2-3	G	G	2	2
*JORDAN*	2	2	H	H	2	2
KAZAKHSTAN	2	4	G	G	2	3
*KENYA*	2	2-3	J	J	1	2
KIRIBATI	5-6	5-6	J	J	5	5
KOREA, DPR (North Korea)	5	6	J		2	6
KOREA, REP. OF (South Korea)	2-3	2-3	G	G	1	2
*KUWAIT*	2	2-3	H	H	1	2
KYRGHYZSTAN	3	5	G	G	2-3	2-3
LAO PEOPLE'S DEM. REP.	2-3	2-3	J	J	3	3

## Rate banding

Find the **country** in our list and note the corresponding letter in the **exporting or importing colour coded circle** in the **(R)** column.

Country	Exporting			Importing		
	D	P	R	R	D	P
LATVIA	1	1	D	D	1	1
*LEBANON*	2	2	J	J	2	2
LESOTHO	2	2	J	J	3	3
LIBERIA	2	2	J	J	3	3
LIBYA	2-3	2-3	J	J	2	2
LIECHTENSTEIN	1	1	F	F	1	1
LITHUANIA	2	2	D	D	1	1
*LUXEMBOURG*	1	1	A	A	1	1
MACAU	3	3	G	G	2	2
MACEDONIA	1	2	J	J	1	1
MADAGASCAR	4	4	J	J	3	3
MALAWI	3	3	J	J	3	3
MALAYSIA	2-3	3-4	G	G	2	2
MALDIVES	3	3	J	J	2	2
MALI	2	2	J	J	2	3
MALTA	2	2	D	D	1	1
MARSHALL ISLANDS	4	5	J	J	3-5	5
MARTINIQUE	3	4	J	J	3	3
MAURITANIA	3	4	J	J	3	4
MAURITIUS	2	3	J	J	2	2
MEXICO	2-3	2-4	F	F	2	3
MOLDOVA, REP. OF	3	3	G	G	2	2
MONACO	1-2	1-2	B	B	1	1
MONGOLIA	5	6	J	J	3	4
MONTERRAT	5	5	J	J	4	4
MOROCCO	1	1-2	J	J	1	1
MOZAMBIQUE	3	3	J	J	2	3
MYANMAR (BURMA)	3	4	J	J	2	2
NAMIBIA	2	2	J	J	2	3
NAURU, REP. OF	5	5	J	J	4	4
NEPAL	4	5	J	J	3	3
*NETHERLANDS*	1	1	A	A	1	1
NEVIS	3	4	J	J	2	4
NEW CALEDONIA	5	5	J	J	4	4
NEW ZEALAND	3	3-4	H	H	2	2
NICARAGUA	2	2	J	J	3	4
NIGER	3	3	J	J	4	5
*NIGERIA*	2	2	J	J	2	2
NIUE	6	6	J	J	4	4
*NORWAY*	1	1	F	F	1	1
*OMAN*	2-3	3	H	H	2	2
PAKISTAN	3	3	H	H	2	2
PANAMA	2-3	2-3	J	J	3	3
PAPUA NEW GUINEA	4	4	H	H	3	3
PARAGUAY	3	3	J	J	2-3	2-3
PERU	3-4	3-4	J	J	3	3-4
PHILIPPINES	2-3	3	G	G	2	2
*POLAND*	1-2	1-2	D	D	1	1
*PORTUGAL*	1	1	C	C	1	1
PUERTO RICO	2	3	J	J	2	2
*QATAR*	2	2	H	H	2	2
REUNION ISLAND	4	4	J	J	2	5
ROMANIA	1-3	3-4	F	F	1	2
RUSSIAN FEDERATION	2-4	2-5	F	F	1-2	1-2
RWANDA	3	3	J	J	2	2
SAIPAN	4	4	J	J	3	6

## Transit times

These are shown in the outer columns – **(D)** for **documents** or **(P)** for **parcels**. They are in working days, based on deliveries to major cities. They are subject to change depending on location of collection and delivery, weight and customs value. Please note deliveries may take a little longer to and from remote locations.

Country	Exporting			Importing		
	D	P	R	R	D	P
SAMOA	5	5	J	J	2	4
SAO TOME & PRINCIPE	4	4	J	J	4	4
*SAUDI ARABIA*	2-3	2-3	H	H	2-3	2-3
*SENEGAL*	2	2	J	J	2	2
SERBIA AND MONTENEGRO	2-3	3	J	J	2-3	3
SEYCHELLES	3	4	J	J	3	4
SIERRA LEONE	3	3	J	J	3	3
SINGAPORE	2	2	G	G	2	2
*SLOVAKIA*	1	1	D	D	1	2
*SLOVENIA*	1	1	D	D	1	2
SOLOMON ISLANDS	5-6	5-6	H	H	5-6	5-6
SOMALIA	6	6	J	J	6	6
SOMALILAND, REP. OF	5	5	J	J	5	5
SOUTH AFRICA	2-3	2-3	G	G	2-3	2-3
*SPAIN*	1	1	C	C	1	1
SRI LANKA	3	3	H	H	3	3
ST. BARTHELEMY	3	3	J	J	3	3
ST. EUSTATIUS	3	4	J	J	3	4
ST. KITTS	3	4	J	J	3	4
ST. LUCIA	3	4	J	J	3	4
ST. MAARTEN	2	3	J	J	2	3
ST. VINCENT	3	3	J	J	3	3
SUDAN	3	3	J	J	3	3
SURINAME	4	5	J	J	4	5
SWAZILAND	2	3	J	J	2	3
*SWEDEN*	1	1	C	C	1	1
*SWITZERLAND*	1	1	F	F	1	1
SYRIA	2-3	3	J	J	2-3	3
TAHITI	3	4	J	J	3	4
TAIWAN	2-3	2-3	G	G	2-3	2-3
TAJIKISTAN	3	4-6	G	G	3	4-6
TANZANIA	2	3	J	J	2	3
THAILAND	2-3	2-3	G	G	2-3	2-3
TOGO	2	2	J	J	2	2
TONGA	4	4	J	J	4	4
TRINIDAD AND TOBAGO	2	3	J	J	2	3
TUNISIA	2	3	J	J	2	3
*TURKEY*	1-3	1-3	G	G	1-3	1-3
TURKMENISTAN	3	5	G	G	3	5
TURKS & CAICOS ISLANDS	5	5	J	J	5	5
TUVALU	5	6	J	J	5	6
UGANDA	2-3	3	J	J	2-3	3
UKRAINE	2-3	2-3	F	F	2-3	2-3
*UNITED ARAB EMIRATES*	2	2	H	H	2	2
**USA**	1-2	1-2	E	E	1-2	1-2
URUGUAY	2	3	J	J	2	3
UZBEKISTAN	3	3	G	G	3	3
VANUATU	3-4	3-4	J	J	3-4	3-4
VENEZUELA	2-3	3-4	J	J	2-3	3-4
VIETNAM	3-4	4	H	H	3-4	4
VIRGIN ISLANDS, BRITISH	3	4	J	J	3	4
VIRGIN ISLANDS, US	2-3	4	J	J	2-3	4
YEMEN	3	3	H	H	3	3
ZAMBIA	3	3	J	J	3	3
ZIMBABWE	2-3	2-4	J	J	3	3

## How to use the tables

1 Having checked the tables on pages 12-13 for the **destination country rate band (A-J)**, select which Express service you want from the tables alongside.

2 **Weigh** your document or parcel. You may need to calculate its volumetric weight – see page 30.

3 Next, **look down the weight column** in the table here until you reach the correct document or parcel weight (using whichever is the greater of the actual or volumetric weight).

4 Then **look across to the column that corresponds with the country rate band**. The figure shown is the shipment cost in £s. If you qualify, remember to deduct any **Frequent User Discount**.

## Example

If you send a **parcel** to **China** (given as rate band 'G' on page 12) which weighs **15.5 kg**, using the **Worldwide Parcel Express** service, go to '15.5' in the Kgs column in the table on page 15 and read across to column 'G' to find the basic cost for the shipment, which is **£177.50**.

DHL reserves the right to charge for collections from or deliveries to remote locations.

# Exporting

For fast, reliable delivery of documents and parcels anywhere in the world, use these two pages to calculate the cost for the following services:

- European Union Express (Document or Parcel)
- Worldwide Document Express
- Worldwide Parcel Express

European Union Express					Worldwide DOCUMENT Express					
	A	B	C	D		E	F	G	H	J
Kgs										
0.5	33.30	34.75	37.25	38.00	34.10	39.25	39.70	41.95	52.20	
1	39.50	40.70	44.30	45.15	38.40	45.50	47.60	51.55	62.20	
1.5	41.30	43.50	48.00	48.90	41.40	49.00	51.95	57.75	68.65	
2	43.10	46.30	51.70	52.65	44.40	52.50	56.30	63.95	75.10	
2.5	44.90	49.10	55.40	56.40	47.40	56.00	60.65	70.15	81.55	

For non EU documents weighing 3 kg or over, refer to the Worldwide Parcel Express table opposite.

**Weight restriction** For shipments to Jersey and Guernsey there is a weight restriction of **30 kg** per piece.



Kgs	European Union Express				Worldwide PARCEL Express				
	A	B	C	D	E	F	G	H	J
0.5	33.30	34.75	37.25	38.00	43.25	47.50	52.80	56.35	61.70
1	39.50	40.70	44.30	45.15	47.55	53.40	60.50	66.05	71.50
1.5	41.30	43.50	48.00	48.90	50.75	56.90	64.40	71.65	77.75
2	43.10	46.30	51.70	52.65	53.95	60.40	68.30	77.25	84.00
2.5	44.90	49.10	55.40	56.40	57.15	63.90	72.20	82.85	90.25
3	46.50	51.60	58.85	59.90	59.90	66.85	75.85	88.00	96.00
3.5	48.00	54.05	62.30	63.40	62.80	70.00	79.85	93.45	102.05
4	49.50	56.50	65.75	66.90	65.70	73.15	83.85	98.90	108.10
4.5	51.00	58.95	69.20	70.40	68.60	76.30	87.85	104.35	114.15
5	52.50	61.35	72.55	73.80	71.50	79.50	91.85	109.85	120.30
5.5	54.10	63.80	75.80	77.10	74.30	82.50	95.85	115.20	126.25
6	55.70	66.25	79.05	80.40	77.10	85.50	99.85	120.55	132.20
6.5	57.30	68.70	82.30	83.70	79.90	88.50	103.85	125.90	138.15
7	58.90	71.15	85.55	87.00	82.70	91.50	107.85	131.25	144.10
7.5	60.50	73.60	88.80	90.30	85.50	94.50	111.85	136.60	150.05
8	62.10	76.05	92.05	93.60	88.30	97.50	115.85	141.95	156.00
8.5	63.70	78.50	95.30	96.90	91.10	100.50	119.85	147.30	161.95
9	65.30	80.95	98.55	100.20	93.90	103.50	123.85	152.65	167.90
9.5	66.90	83.40	101.80	103.50	96.70	106.50	127.85	158.00	173.85
10	68.50	85.85	105.05	106.80	99.50	109.50	131.85	163.35	179.80
10.5	69.65	87.65	107.75	109.55	101.75	112.20	136.00	168.90	185.75
11	70.80	89.45	110.45	112.30	104.00	114.90	140.15	174.45	191.70
11.5	71.95	91.25	113.15	115.05	106.25	117.60	144.30	180.00	197.65
12	73.10	93.05	115.85	117.80	108.50	120.30	148.45	185.55	203.60
12.5	74.25	94.85	118.55	120.55	110.75	123.00	152.60	191.10	209.55
13	75.40	96.65	121.25	123.30	113.00	125.70	156.75	196.65	215.50
13.5	76.55	98.45	123.95	126.05	115.25	128.40	160.90	202.20	221.45
14	77.70	100.25	126.65	128.80	117.50	131.10	165.05	207.75	227.40
14.5	78.85	102.05	129.35	131.55	119.75	133.80	169.20	213.30	233.35
15	80.00	103.85	132.05	134.30	122.00	136.50	173.35	218.85	239.30
15.5	81.15	105.65	134.75	137.05	124.25	139.20	177.50	224.40	245.25
16	82.30	107.45	137.45	139.80	126.50	141.90	181.65	229.95	251.20
16.5	83.45	109.25	140.15	142.55	128.75	144.60	185.80	235.50	257.15
17	84.60	111.05	142.85	145.30	131.00	147.30	189.95	241.05	263.10
17.5	85.75	112.85	145.55	148.05	133.25	150.00	194.10	246.60	269.05
18	86.90	114.65	148.25	150.80	135.50	152.70	198.25	252.15	275.00
18.5	88.05	116.45	150.95	153.55	137.75	155.40	202.40	257.70	280.95
19	89.20	118.25	153.65	156.30	140.00	158.10	206.55	263.25	286.90
19.5	90.35	120.05	156.35	159.05	142.25	160.80	210.70	268.80	292.85
20	91.50	121.85	159.05	161.80	144.50	163.50	214.85	274.35	298.80
20.5	92.70	123.65	161.75	164.55	146.75	166.20	218.90	279.90	304.75
21	93.90	125.45	164.45	167.30	149.00	168.90	222.95	285.45	310.70
21.5	95.10	127.25	167.15	170.05	151.25	171.60	227.00	291.00	316.65
22	96.30	129.05	169.85	172.80	153.50	174.30	231.05	296.55	322.60
22.5	97.50	130.85	172.55	175.55	155.75	177.00	235.10	302.10	328.55
23	98.70	132.65	175.25	178.30	158.00	179.70	239.15	307.65	334.50
23.5	99.90	134.45	177.95	181.05	160.25	182.40	243.20	313.20	340.45
24	101.10	136.25	180.65	183.80	162.50	185.10	247.25	318.75	346.40
24.5	102.30	138.05	183.35	186.55	164.75	187.80	251.30	324.30	352.35
25	103.50	139.85	186.05	189.30	167.00	190.50	255.35	329.85	358.30
Over 25 kg up to 49.5 kg, for each additional 0.5 kg add...	1.35	1.80	2.70	2.75	2.40	2.75	4.20	5.90	6.30
50	171.00	229.85	321.05	326.80	287.00	328.00	465.35	624.85	673.30
Over 50 kg, for each additional 0.5 kg add...	1.70	2.60	3.55	3.55	3.05	3.60	5.45	7.60	8.05

## Frequent User discount\*

The more you send, the more you save.

If you send **four or more** shipments (parcels or documents) a month, you qualify for our Frequent User Discount. This could cut your monthly shipment bill by up to **31%**.

Just contact **Customer Services** or visit our **web site** to open an account (see page 31).

\* Applicable only to European Union Express, Worldwide Document Express, Worldwide Parcel Express (and also to the UK domestic Close of Business service). Please refer to the **Key features at a glance** tables on pages 5 and 7.

Shipments per month Documents or parcels	Discount Per shipment
0-3	nil
4-6	£3
7-10	£4
11-15	£7
16-25	£8
26-40	£9
41-60	£10
60+	Details on application

## Example

If you send **26** shipments in any one month, a **0.5 kg Worldwide Document Express** shipment to New York, USA, will cost **£25.10** rather than £34.10.

That's a saving of almost **27%**.

## How to use the tables

1 Visit [www.dhl.co.uk](http://www.dhl.co.uk) and select **Shipping Tools** to check the **service availability** for the proposed destination country and the destination postcode or city name.

2 Check the tables on pages **12-13** for the **destination country rate band (A-J)**.

3 **Weigh** your document or parcel. You may need to calculate its volumetric weight – see page **30**. Note the weight limits shown next to the table opposite.

4 Next, **look down the red column** in the table opposite until you reach the correct document or parcel weight (using whichever is the greater of the actual or volumetric weight).

5 Then **look across to the column that corresponds with the country rate band**. The figure shown is the shipment cost in £s.

## Example

If you send a parcel to **Greece** (given as rate band 'C' on page 12) which weighs **10.5 kg**, using the **Pre-9 am** service, go to '10.5' in the Kgs column in the table on page 17 and read across to column 'C' to find the basic cost for the shipment, which is **£188.80**.

# Pre-9 am and Pre-12 noon

For time-definite deliveries of documents and parcels to a number of specified postcodes, towns and cities around the world, when every hour counts, use these two pages to calculate the cost for the following services:

## Key features

- Next working day delivery by 9.00 am or 12 noon to a number of short haul destinations
- Second working day delivery by 9.00 am or 12 noon to a number of long haul destinations
- To major business centres around the world
- No change to collection time
- Proactive confirmation of delivery (if registered\*)
- Money-back guarantee\*\*

\* To receive proactive confirmation of delivery for Pre-9 am shipments you must register your preferred method of contact when you make your booking with Customer Services.

\*\* For the terms and conditions of the Money-back guarantee please contact DHL. You can print a copy of the Money-back guarantee terms and conditions at [www.dhl.co.uk](http://www.dhl.co.uk)

**Service availability and geographical coverage** For details of these, please visit [www.dhl.co.uk](http://www.dhl.co.uk)

Pre-9 am prices									
	A	B	C	D	E	F	G	H	J
<b>Kgs</b>									
0.5	72.40	72.90	75.60	77.10	74.45	95.25	95.95	100.90	125.40
1	78.65	80.10	83.95	85.65	79.85	102.60	105.80	113.10	138.45
1.5	79.20	80.65	85.95	87.70	81.55	107.20	111.25	120.75	147.75
2	79.75	81.20	87.95	89.75	83.25	111.80	116.70	128.40	157.05
2.5	80.30	81.75	89.95	91.80	84.95	116.40	122.15	136.05	166.35
3	83.10	86.15	96.35	98.20	90.65	121.00	127.60	143.70	175.65
3.5	85.90	90.55	102.75	104.60	96.30	125.90	133.40	151.80	185.45
4	88.70	94.95	109.15	111.00	101.95	130.80	139.20	159.90	195.25
4.5	91.50	99.35	115.55	117.40	107.60	135.70	145.00	168.00	205.05
5	94.30	103.75	121.75	123.65	113.25	152.85	160.70	187.45	227.15
5.5	97.30	108.30	128.00	129.95	118.85	158.45	165.65	194.30	238.00
6	100.30	112.85	134.25	136.25	124.45	164.05	170.60	201.15	248.85
6.5	103.30	117.40	140.50	142.55	130.05	169.65	175.55	208.00	259.70
7	106.30	121.95	146.75	148.85	135.65	175.25	180.50	214.85	270.55
7.5	109.30	126.50	153.00	155.15	141.25	180.85	185.45	221.70	281.40
8	112.30	131.05	159.25	161.45	146.85	186.45	190.40	228.55	292.25
8.5	115.30	135.60	165.50	167.75	152.45	192.05	195.35	235.40	303.10
9	118.30	140.15	171.75	174.05	158.05	197.65	200.30	242.25	313.95
9.5	121.30	144.70	178.00	180.35	163.65	203.25	205.25	249.10	324.80
10	124.30	149.25	184.25	186.65	169.25	208.85	210.20	255.95	335.65
10.5									

**Pre-9 am prices**

Kgs	A	B	C	D	E	F	G	H	J
10.5	126.25	152.20	188.80	191.25	173.20	213.45	215.35	263.05	346.00
11	128.20	155.15	193.35	195.85	177.15	218.05	220.50	270.15	356.35
11.5	130.15	158.10	197.90	200.45	181.10	222.65	225.65	277.25	366.70
12	132.10	161.05	202.45	205.05	185.05	227.25	230.80	284.35	377.05
12.5	134.05	164.00	207.00	209.65	189.00	231.85	235.95	291.45	387.40
13	136.00	166.95	211.55	214.25	192.95	236.45	241.10	298.55	397.75
13.5	137.95	169.90	216.10	218.85	196.90	241.05	246.25	305.65	408.10
14	139.90	172.85	220.65	223.45	200.85	245.65	251.40	312.75	418.45
14.5	141.85	175.80	225.20	228.05	204.80	250.25	256.55	319.85	428.80
15	143.80	178.75	229.75	232.65	208.75	254.85	261.70	326.95	439.15
Over 15 kg up to 19.5 kg, for each additional 0.5 kg add...									
	1.95	2.95	4.55	4.60	3.95	4.60	5.15	7.10	10.35
20	163.30	208.25	275.25	278.65	248.25	300.85	313.20	397.95	542.65
Over 20 kg up to 24.5kg, for each additional 0.5 kg add...									
	2.05	2.95	4.60	4.65	4.00	4.40	5.15	7.10	9.80
25	183.80	237.75	321.25	325.15	288.25	344.85	364.70	468.95	640.65
Over 25 kg up to 49.5kg, for each additional 0.5 kg add...									
	2.05	3.00	4.60	4.65	4.30	4.70	5.40	7.65	10.60
50	286.30	387.75	551.25	557.65	503.25	579.85	634.70	851.45	1170.65
Over 50 kg for each additional 0.5 kg add...									
	2.40	3.65	5.00	5.00	5.00	5.00	7.05	9.75	11.30

**Maximum weight limits**

Per item: **25 kg**  
Overall per shipment: **250 kg**

**Pre-12 noon prices**

Kgs	A	B	C	D	E	F	G	H	J
0.5	43.15	45.00	48.25	49.20	45.45	50.40	57.55	61.10	66.40
1	50.60	52.80	57.10	58.25	53.60	59.45	60.85	66.70	78.60
1.5	52.15	55.50	60.90	62.10	56.80	63.60	65.60	73.10	86.25
2	53.70	58.20	64.70	65.95	60.00	67.75	70.35	79.50	93.90
2.5	55.25	60.90	68.50	69.80	63.20	71.90	75.10	85.90	101.55
3	57.15	63.85	72.65	74.00	66.70	76.10	80.15	93.00	109.20
3.5	59.00	66.75	76.80	78.20	70.30	80.60	85.55	100.50	117.25
4	60.85	69.65	80.95	82.40	73.90	85.10	90.95	108.00	125.30
4.5	62.70	72.55	85.10	86.60	77.50	89.60	96.35	115.50	133.35
5	64.55	75.45	89.15	90.70	81.10	93.40	108.00	129.90	146.40
5.5	66.55	78.40	93.20	94.80	84.70	103.15	112.20	135.65	153.55
6	68.55	81.35	97.25	98.90	88.30	106.90	116.40	141.40	160.70
6.5	70.55	84.30	101.30	103.00	91.90	110.65	120.60	147.15	167.85
7	72.55	87.25	105.35	107.10	95.50	114.40	124.80	152.90	175.00
7.5	74.55	90.20	109.40	111.20	99.10	118.15	129.00	158.65	182.15
8	76.55	93.15	113.45	115.30	102.70	121.90	133.20	164.40	189.30
8.5	78.55	96.10	117.50	119.40	106.30	125.65	137.40	170.15	196.45
9	80.55	99.05	121.55	123.50	109.90	129.40	141.60	175.90	203.60
9.5	82.55	102.00	125.60	127.60	113.50	133.15	145.80	181.65	210.75
10	84.55	104.95	129.65	131.70	117.10	136.90	150.00	187.40	217.90
10.5	85.85	106.80	132.50	134.60	119.55	139.85	154.45	193.45	224.65
11	87.15	108.65	135.35	137.50	122.00	142.80	158.90	199.50	231.40
11.5	88.45	110.50	138.20	140.40	124.45	145.75	163.35	205.55	238.15
12	89.75	112.35	141.05	143.30	126.90	148.70	167.80	211.60	244.90
12.5	91.05	114.20	143.90	146.20	129.35	151.65	172.25	217.65	251.65
13	92.35	116.05	146.75	149.10	131.80	154.60	176.70	223.70	258.40
13.5	93.65	117.90	149.60	152.00	134.25	157.55	181.15	229.75	265.15
14	94.95	119.75	152.45	154.90	136.70	160.50	185.60	235.80	271.90
14.5	96.25	121.60	155.30	157.80	139.15	163.45	190.05	241.85	278.65
15	97.55	123.45	158.15	160.70	141.60	166.40	194.50	247.90	285.40
Over 15 kg up to 19.5 kg, for each additional 0.5 kg add...									
	1.30	1.85	2.85	2.90	2.45	2.95	4.45	6.05	6.75
20	110.55	141.95	186.65	189.70	166.10	195.90	239.00	308.40	352.90
Over 20 kg up to 24.5kg, for each additional 0.5 kg add...									
	1.25	1.85	2.85	2.90	2.45	2.90	4.45	6.05	6.70
25	123.05	160.45	215.15	218.70	190.60	224.90	283.50	368.90	419.90
Over 25 kg up to 49.5kg, for each additional 0.5 kg add...									
	1.40	2.00	2.95	3.00	2.70	2.85	4.60	6.50	6.65
50	193.05	260.45	362.65	368.70	325.60	367.40	513.50	693.90	752.40
Over 50 kg for each additional 0.5 kg add...									
	1.85	2.65	3.70	3.75	3.35	3.80	5.70	7.95	8.15

**Maximum weight limits**

Per item: **50 kg**  
Overall per shipment: **250 kg**

### Maximum weights

Per piece: **1000 kgs**  
 Per shipment: **2500 kgs**  
 Pieces in excess of  
 31.5kg must be palletised.

### Maximum sizes

Per piece:  
**Length 120 cm**  
**Width 100 cm**  
**Height 200 cm**

### Minimum sizes

Per piece:  
**Length 15 cm**  
**Width 11 cm**  
**Height 3.5 cm**

# DHL Europlus

DHL *EUROPLUS* provides you with a door-to-door, day definite road solution to distribute single and multiple parcels and pallets across Europe. Please use the following two pages to calculate the cost for exporting goods with DHL *EUROPLUS*.

### Typical Transit Times

Destination	Zip Codes	Delivery time (in days) from England & Wales	Delivery time (in days) from N. Ireland & Scotland
Austria*	All	3	4
Belgium	All	2	3
Channel Is.	All	2	3
Czech Republic	All	5	6
Denmark*	All	3	4
Estonia*	All	6	7
Finland*	00-01	4	5
	02-39	5	6
	40-43	6	7
France*	00-04, 06-18, 10,12-19, 21-22, 24-28 ,30, 32-35, 37-39, 41-63, 67-72, 75-82, 84, 86-99	2	3
	05, 09, 11, 23, 29, 31, 36, 40, 64-66, 73, 74,83, 85	3	4
Germany*	00, 01, 04-81, 84-91, 93,94, 96-99	2	3
	02, 03, 82, 83, 92, 95	3	4
Hungary*	All	5	6
Rep of Ireland*	All	2	3
Italy*	10-49, 51, 54, 55	3	4
	00-06	4	5
	50, 52, 53, 56-86	5	6
Latvia*	All	5	6
Lithuania*	All	6	7
Luxembourg	All	2	3
Netherlands	All	2	3
Norway*	All	5	6
Poland	All	5	6
Portugal*	All	4	5
Slovakia*	All	5	6
Slovenia*	All	5	6
Spain*	01-03, 05, 06, 08-10, 12,13, 16, 17, 19, 20, 22, 24-26, 28, 31, 33, 34, 37, 39, 40, 42-50	3	4
	04, 11, 14, 15, 18, 21, 23, 27, 29, 30, 32, 36, 41	4	5
	7	5	6
Sweden*	20-49	4	5
	10-19, 50-76	5	6
Switzerland*	All	3	4

\*Countries with remote areas and surcharges. For a comprehensive list, please visit [www.dhlgroup.co.uk](http://www.dhlgroup.co.uk)



## DHL Europlus tariff

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Kgs					
1	24.00	26.00	28.00	30.00	32.00
2	25.00	27.00	30.00	32.00	35.00
3	26.00	28.00	32.00	34.00	38.00
4	27.00	29.00	34.00	36.00	41.00
5	28.00	30.00	36.00	38.00	44.00
10	31.50	35.00	44.00	45.00	50.00
15	34.50	37.50	48.00	49.00	56.00
20	37.50	40.00	52.00	53.00	62.00
25	40.00	43.00	55.00	57.00	68.00
30	42.50	46.00	58.00	61.00	74.00
40	45.00	49.00	61.00	65.00	80.00
50	53.00	59.00	73.50	81.00	95.00
60	61.00	69.00	86.00	97.00	110.00
70	69.00	79.00	98.50	113.00	125.00
80	77.00	89.00	111.00	129.00	140.00
90	85.00	99.00	123.50	145.00	155.00
100	93.00	109.00	136.00	161.00	170.00
125	105.00	122.00	151.50	180.00	190.00
150	117.00	135.00	167.00	199.00	210.00
175	129.00	148.00	182.50	218.00	230.00
200	144.00	166.00	201.00	238.00	255.00
225	159.00	184.00	219.50	258.00	280.00
250	174.00	202.00	238.00	278.00	305.00
275	192.00	218.00	259.00	299.00	327.00
300	210.00	234.00	280.00	320.00	349.00
325	228.00	250.00	301.00	341.00	371.00
350	246.00	266.00	322.00	362.00	393.00
375	264.00	282.00	343.00	383.00	415.00
400	282.00	298.00	364.00	404.00	437.00
425	300.00	314.00	385.00	425.00	459.00
450	318.00	330.00	406.00	446.00	481.00
475	336.00	346.00	427.00	467.00	503.00
500	354.00	362.00	448.00	488.00	525.00
550	377.00	392.00	480.00	513.00	551.00
600	400.00	422.00	512.00	538.00	577.00
650	420.00	442.00	537.00	571.00	612.00
700	440.00	462.00	562.00	604.00	647.00
750	460.00	482.00	587.00	637.00	682.00
800	480.00	502.00	612.00	670.00	717.00
850	500.00	522.00	637.00	703.00	752.00
900	520.00	542.00	662.00	736.00	787.00
950	540.00	562.00	687.00	769.00	822.00
1000	560.00	582.00	712.00	802.00	857.00
1100	600.00	622.00	772.00	868.00	937.00
1200	640.00	662.00	832.00	934.00	1017.00
1300	680.00	702.00	892.00	1000.00	1097.00
1400	720.00	742.00	952.00	1066.00	1177.00
1500	760.00	782.00	1012.00	1132.00	1257.00
1600	800.00	822.00	1072.00	1198.00	1337.00
1700	840.00	862.00	1132.00	1264.00	1417.00
1800	880.00	902.00	1192.00	1330.00	1497.00
1900	920.00	942.00	1252.00	1396.00	1577.00
2000	960.00	982.00	1312.00	1462.00	1657.00
2100	1000.00	1022.00	1372.00	1528.00	1737.00
2200	1040.00	1062.00	1432.00	1594.00	1817.00
2300	1080.00	1102.00	1492.00	1660.00	1897.00
2400	1120.00	1142.00	1552.00	1726.00	1977.00
2500	1160.00	1182.00	1612.00	1792.00	2057.00

## Country rate zones

## Zone 1

Belgium  
Channel Islands  
Luxembourg  
Netherlands  
Rep of Ireland

## Zone 2

France  
Germany

## Zone 3

Austria  
Italy  
Portugal  
Spain  
Switzerland

## Zone 4

Denmark  
Finland  
Norway  
Sweden

## Zone 5

Czech Republic  
Estonia  
Hungary  
Latvia  
Lithuania  
Poland  
Slovakia  
Slovenia

Please note: To use DHL EUROPLUS, you will need a separate account number, beginning with "55". Please contact your Account Manager for further details.

## How to use the tables

1 Check the **Country rate zone** table opposite to determine the **zone (1-5)**, or zones if more than one destination country.

The following calculations are by zone.

2 Check the **number of items** per zone and determine the **total weight per zone (in grams / kilos)**.

4 Select the service level required – **Priority** or **Standard**.

5 Now go to **Table A – Actual price** opposite and look under the relevant service and zone, noting the **charge per item**. **Multiply** that figure by the number of items in the zone. Hold that total.

Look down to the second row and note the **charge per kilo**. **Multiply** that figure by the total weight of items going to that zone. Hold that total also.

6 Finally, **add** the two totals in 5, above. That is the cost in £s for the zone. Repeat for each zone, if applicable.

**Table B** is a ready reckoner, showing you the approximate cost per item, based on the typical **average weight** of the items in a consignment.

# Globalmail Business

Whether you are mailing contracts, important paperwork, confidential documents or your entire international business correspondence, *GLOBALMAIL BUSINESS* offers you a rapid, reliable way to move business forward.

*GLOBALMAIL BUSINESS* helps you gain greater control over your business and improves productivity in your mail room by eliminating non-value added activities such as franking and mail sortation. Simply place your international business mail in a flyer bag and we will do the rest!

## Globalmail Business can be used for sending mail items that are:

- Unsorted/ of mixed format
- Non-franked/stamped
- Paper-based (non-dutiable)
- For mixed international destinations
- A minimum weight of 1 kg per collection
- A maximum weight of 2 kg per item
- A maximum total weight of 250 kg per shipment

*GLOBALMAIL BUSINESS* is invoiced on a monthly basis and is available to all customers with a regular DHL Express pick-up.

What's more, you can choose from two levels of service - Priority or Standard - dependent on the time-frame in which your mail needs to be delivered.

Please see transit times below for both the Priority and Standard services offered.

## Estimated transit times

		Priority	Standard
Europe to Europe	<b>Zones 1 &amp; 2</b>	4-7 days	11-14 days
Europe to North America / USA	<b>Zone 3</b>	5-8 days	13-17 days
Europe to Rest of World	<b>Zones 4 &amp; 5</b>	5-9 days	18-24 days

These are estimated door-to-door transit times, in working days, for business to business addresses. Transit times in specific countries may differ from the estimated average transit time for the zone concerned.

## Price structure

The price you pay is based on four factors:

- Total weight of mail by zone
- Number of items by zone
- Destination (zones 1-5; see table on the right)
- Service level (Priority or Standard)

**Table A** Actual price (by zone)

	Priority tariff					Standard tariff				
	1	2	3	4	5	1	2	3	4	5
<b>Actual Price</b>										
Per item	0.32	0.32	0.24	0.24	0.24	0.31	0.31	0.23	0.23	0.23
Per kilo	7.70	7.70	11.00	11.00	11.00	7.00	7.00	6.60	6.60	6.60

**Table B** Average item weight prices (by zone)

	Priority tariff					Standard tariff				
	1	2	3	4	5	1	2	3	4	5
<b>Grams</b>										
30	0.55	0.55	0.57	0.57	0.57	0.52	0.52	0.43	0.43	0.43
40	0.63	0.63	0.68	0.68	0.68	0.59	0.59	0.49	0.49	0.49
50	0.71	0.71	0.79	0.79	0.79	0.66	0.66	0.56	0.56	0.56
60	0.78	0.78	0.90	0.90	0.90	0.73	0.73	0.63	0.63	0.63
70	0.86	0.86	1.01	1.01	1.01	0.80	0.80	0.69	0.69	0.69
80	0.94	0.94	1.12	1.12	1.12	0.87	0.87	0.76	0.76	0.76
90	1.01	1.01	1.23	1.23	1.23	0.94	0.94	0.82	0.82	0.82
100	1.09	1.09	1.34	1.34	1.34	1.01	1.01	0.89	0.89	0.89
120	1.24	1.24	1.56	1.56	1.56	1.15	1.15	1.02	1.02	1.02
140	1.40	1.40	1.78	1.78	1.78	1.29	1.29	1.15	1.15	1.15
160	1.55	1.55	2.00	2.00	2.00	1.43	1.43	1.29	1.29	1.29

**Weight limits:** GLOBALMAIL BUSINESS can be used to send items up to the weight of 2kg.

## Formula for calculating Globalmail Business rates:

(Number of items x item price) + Total Kilo Weight (Number of items x weight of each item in kilograms) x Kilo Price = **Total Cost per Destination Zone.**

### Example calculation

If you send mail to **Canada** (given as rate zone 3) which weighs **1.4 kgs** and consists of **20** separate items, using the **Priority** service, go to Table A, column '3', above. The cost per item is shown as £0.24, multiply this by the number of items (20) which equates to £4.80. The cost per kilo is £11.00 x 1.4 kg equals £15.40. Therefore the cost of your consignment to zone 3 is £4.80 plus £15.40, ie. **£20.20.**

For more information, contact your **local account manager** or call DHL on **08701 100 300.**

## Country rate zones

### Zone 1 Western Europe

Austria	Italy
Belgium	Luxembourg
Denmark	Netherlands
Finland	Norway
France	Portugal
Germany	Spain
Greece	Sweden
Iceland	Switzerland
Ireland	

### Zone 2 Rest of Europe

Albania	Macedonia
Andorra	Malta
Belarus	Monaco
Bosnia & Herzegovina	Poland
Bulgaria	Romania
Croatia	Russian Federation
Cyprus	San Marino
Czech Republic	Serbia & Montenegro
Estonia	Slovakia
Faroe Islands	Slovenia
Gibraltar	Turkey
Hungary	Ukraine
Latvia	Vatican City
Liechtenstein	
Lithuania	

### Zone 3 North America

Alaska
Canada
Hawaii
USA

### Zone 4 Australia, Japan, NZ

Australia
Japan
New Zealand

### Zone 5 Rest of World

All other countries
---------------------

## How to use the tables

1 Having checked the tables on pages 14-15 for the **destination country rate band (A-J)**, select which Express service you want from the tables alongside.

2 **Weigh** your document or parcel. You may need to calculate its volumetric weight – see page 30.

3 Next, **look down the weight column** in the table here until you reach the correct document or parcel weight (using whichever is the greater of the actual or volumetric weight).

4 Then **look across to the column that corresponds with the country rate band**. The figure shown is the shipment cost in £s.

## Example

If you import a **parcel** from **China** (given as rate band 'G' on page 12) which weighs **15.5 kg**, using the **Worldwide Parcel Express** service, go to '15.5' in the Kgs column in the table on page 23 and read across to column 'G' to find the basic cost for the shipment, which is **£192.50**.

DHL reserves the right to charge for collections from or deliveries to remote locations.

# Importing

For fast, reliable delivery of documents and parcels from almost anywhere in the world, use these two pages to calculate the cost for the following services:

- **Worldwide Document Express**
- **European Union Express (Document or Parcel)**
- **Worldwide Parcel Express**

The panel on the left explains how to use the tables. (Please note that the prices shown are for Import Express account holders only.)

	European Union Express				Worldwide DOCUMENT Express				
	A	B	C	D	E	F	G	H	J
Kgs									
0.5	36.00	37.55	40.25	41.05	36.85	42.40	42.90	45.30	56.40
1	42.70	44.00	47.90	48.80	41.50	49.15	51.45	55.70	67.20
1.5	44.65	47.05	51.90	52.85	44.75	52.95	56.15	62.40	74.20
2	46.60	50.10	55.90	56.90	48.00	56.75	60.85	69.10	81.20
2.5	48.55	53.15	59.90	60.95	51.25	60.55	65.55	75.80	88.20

For non EU documents weighing 3 kg or over, refer to the Worldwide Parcel Express table opposite.

## Overseas collection/delivery

Items can be collected in one overseas country and delivered to another overseas country without the need to import them into the UK. This can be arranged using your Import Express account number.

For example, you can have a shipment collected from Germany and delivered in France and invoiced to your account in the UK.

European Union Express

	A	B	C	D
<b>Kgs</b>				
0.5	36.00	37.55	40.25	41.05
1	42.70	44.00	47.90	48.80
1.5	44.65	47.05	51.90	52.85
2	46.60	50.10	55.90	56.90
2.5	48.55	53.15	59.90	60.95
3	50.30	55.85	63.65	64.75
3.5	51.95	58.50	67.40	68.55
4	53.60	61.15	71.15	72.35
4.5	55.25	63.80	74.90	76.15
5	56.90	66.40	78.55	79.85
5.5	58.65	69.05	82.05	83.45
6	60.40	71.70	85.55	87.05
6.5	62.15	74.35	89.05	90.65
7	63.90	77.00	92.55	94.25
7.5	65.65	79.65	96.05	97.85
8	67.40	82.30	99.55	101.45
8.5	69.15	84.95	103.05	105.05
9	70.90	87.60	106.55	108.65
9.5	72.65	90.25	110.05	112.25
10	74.40	92.90	113.55	115.85
10.5	75.65	94.85	116.50	118.85
11	76.90	96.80	119.45	121.85
11.5	78.15	98.75	122.40	124.85
12	79.40	100.70	125.35	127.85
12.5	80.65	102.65	128.30	130.85
13	81.90	104.60	131.25	133.85
13.5	83.15	106.55	134.20	136.85
14	84.40	108.50	137.15	139.85
14.5	85.65	110.45	140.10	142.85
15	86.90	112.40	143.05	145.85
15.5	88.15	114.35	146.00	148.85
16	89.40	116.30	148.95	151.85
16.5	90.65	118.25	151.90	154.85
17	91.90	120.20	154.85	157.85
17.5	93.15	122.15	157.80	160.85
18	94.40	124.10	160.75	163.85
18.5	95.65	126.05	163.70	166.85
19	96.90	128.00	166.65	169.85
19.5	98.15	129.95	169.60	172.85
20	99.40	131.90	172.55	175.85
20.5	100.70	133.80	175.40	178.75
21	102.00	135.70	178.25	181.65
21.5	103.30	137.60	181.10	184.55
22	104.60	139.50	183.95	187.45
22.5	105.90	141.40	186.80	190.35
23	107.20	143.30	189.65	193.25
23.5	108.50	145.20	192.50	196.15
24	109.80	147.10	195.35	199.05
24.5	111.10	149.00	198.20	201.95
25	112.40	150.90	201.05	204.85
Over 25 kg up to 49.5 kg, for each additional 0.5 kg add...	1.45	1.90	2.85	2.90
50	184.90	245.90	343.55	349.85
Over 50 kg, for each additional 0.5 kg add...	1.80	2.70	3.70	3.75

Worldwide PARCEL Express

	E	F	G	H	J
<b>Kgs</b>					
0.5	46.75	51.30	57.05	60.85	66.65
1	51.40	57.70	65.40	71.35	77.25
1.5	54.85	61.50	69.65	77.40	84.00
2	58.30	65.30	73.90	83.45	90.75
2.5	61.75	69.10	78.15	89.50	97.50
3	64.75	72.30	82.10	95.10	103.75
3.5	67.90	75.70	86.45	101.00	110.30
4	71.05	79.10	90.80	106.90	116.85
4.5	74.20	82.50	95.15	112.80	123.40
5	77.35	85.95	99.50	118.75	130.05
5.5	80.40	89.20	103.85	124.50	136.50
6	83.45	92.45	108.20	130.25	142.95
6.5	86.50	95.70	112.55	136.00	149.40
7	89.55	98.95	116.90	141.75	155.85
7.5	92.60	102.20	121.25	147.50	162.30
8	95.65	105.45	125.60	153.25	168.75
8.5	98.70	108.70	129.95	159.00	175.20
9	101.75	111.95	134.30	164.75	181.65
9.5	104.80	115.20	138.65	170.50	188.10
10	107.85	118.45	143.00	176.25	194.55
10.5	110.30	121.40	147.50	182.30	201.00
11	112.75	124.35	152.00	188.35	207.45
11.5	115.20	127.30	156.50	194.40	213.90
12	117.65	130.25	161.00	200.45	220.35
12.5	120.10	133.20	165.50	206.50	226.80
13	122.55	136.15	170.00	212.55	233.25
13.5	125.00	139.10	174.50	218.60	239.70
14	127.45	142.05	179.00	224.65	246.15
14.5	129.90	145.00	183.50	230.70	252.60
15	132.35	147.95	188.00	236.75	259.05
15.5	134.80	150.90	192.50	242.80	265.50
16	137.25	153.85	197.00	248.85	271.95
16.5	139.70	156.80	201.50	254.90	278.40
17	142.15	159.75	206.00	260.95	284.85
17.5	144.60	162.70	210.50	267.00	291.30
18	147.05	165.65	215.00	273.05	297.75
18.5	149.50	168.60	219.50	279.10	304.20
19	151.95	171.55	224.00	285.15	310.65
19.5	154.40	174.50	228.50	291.20	317.10
20	156.85	177.45	233.00	297.25	323.55
20.5	159.30	180.30	237.30	303.15	329.85
21	161.75	183.15	241.60	309.05	336.15
21.5	164.20	186.00	245.90	314.95	342.45
22	166.65	188.85	250.20	320.85	348.75
22.5	169.10	191.70	254.50	326.75	355.05
23	171.55	194.55	258.80	332.65	361.35
23.5	174.00	197.40	263.10	338.55	367.65
24	176.45	200.25	267.40	344.45	373.95
24.5	178.90	203.10	271.70	350.35	380.25
25	181.35	205.95	276.00	356.25	386.55
Over 25 kg up to 49.5 kg, for each additional 0.5 kg add...	2.65	2.90	4.45	6.25	6.70
50	313.85	350.95	498.50	668.75	721.55
Over 50 kg, for each additional 0.5 kg add...	3.30	3.85	5.80	8.00	8.55

Import Express Account

Make your life easier with the account that puts you in control.

If you import shipments on a regular basis why not open an **Import Express** Account and benefit from these preferential rates?

Benefits include:

- More competitive prices.
- Shipping charges agreed in advance, in sterling. This removes the complexities and risks of dealing in multiple currencies.
- You receive one monthly invoice for all shipment charges, saving you hours of administration.
- You can purchase from your supplier's Ex Works. This leaves your suppliers free to concentrate on supplying you with goods.
- Track your shipment throughout its journey by phone, internet or even e-mail.
- Your supplier can arrange sending shipments to you rather than you having to organise it yourself from the UK.
- Duty, VAT and special clearance charges will be invoiced separately.

## How to use the tables

1 Visit [www.dhl.co.uk](http://www.dhl.co.uk) and select **Shipping Tools** to check the **service availability** for the proposed country and the postcode or city name of both origin and destination.

2 Having checked the tables on pages 12-13 for the **destination country rate band (A-J)**, select which Express service you want from the tables opposite.

3 Check the **weight** of your document or parcel. You may need to calculate its volumetric weight – see page 30. Note the weight limits shown on the top right of the page opposite.

4 Next, **look down the weight column** in the table opposite until you reach the correct document or parcel weight (using whichever is the greater of the actual or volumetric weight).

5 Then **look across to the column that corresponds with the country rate band**. The figure shown is the shipment cost in £s.

## Example

If you import a parcel from **Norway** (given as rate band 'F' on page 13) which weighs **10 kg**, using the **Pre-9 am** service, go to '10' in the Kgs column in the table on page 24 and read across to column 'F' to find the basic cost for the shipment, which is **£229.60**.

# Pre-9 am and Pre 12-noon

For time-definite deliveries of documents and parcels from a number of specified postcodes, towns and cities around the world, when every hour counts, use these two pages to calculate the cost for the following service:

## Key features

- Next working day delivery by 9.00 am (or 12 noon) for shipments sent from a number of short haul destinations
- Second working day delivery by 9.00 am (or 12 noon) for shipments sent from a number of long haul destinations
- From major business centres around the world
- No change to collection time
- Proactive confirmation of delivery (if registered\*)
- Money-back guarantee\*\*

\* To receive proactive confirmation of delivery for StartDay Express shipments you must register your preferred method of contact when you make your booking with Customer Services.

\*\* For the terms and conditions of the Money-back guarantee please contact DHL.

For details of **service availability** and **geographical coverage**, please visit our web site – see page 31.

Pre-9 am prices		A	B	C	D	E	F	G	H	J
<b>Kgs</b>										
0.5		79.60	80.15	83.15	84.80	81.90	104.80	105.50	111.00	137.95
1		86.45	88.05	92.30	94.15	87.80	112.85	116.30	124.40	152.35
1.5		87.05	88.65	94.50	96.35	89.70	117.90	122.30	132.80	162.55
2		87.65	89.25	96.70	98.55	91.60	122.95	128.30	141.20	172.75
2.5		88.25	89.85	98.90	100.75	93.50	128.00	134.30	149.60	182.95
3		91.40	94.85	105.95	107.85	99.60	133.05	140.30	158.00	193.15
3.5		94.50	99.70	113.00	114.95	105.85	138.45	146.70	166.95	203.90
4		97.60	104.55	120.05	122.05	112.10	143.85	153.10	175.90	214.65
4.5		100.70	109.40	127.10	129.15	118.35	149.25	159.50	184.85	225.40
5		103.80	114.25	133.90	136.05	124.55	168.10	176.80	206.20	249.70
5.5		107.10	119.25	140.70	143.00	130.75	174.25	182.25	213.70	261.65
6		110.40	124.25	147.50	149.95	136.95	180.40	187.70	221.20	273.60
6.5		113.70	129.25	154.30	156.90	143.15	186.55	193.15	228.70	285.55
7		117.00	134.25	161.10	163.85	149.35	192.70	198.60	236.20	297.50
7.5		120.30	139.25	167.90	170.80	155.55	198.85	204.05	243.70	309.45
8		123.60	144.25	174.70	177.75	161.75	205.00	209.50	251.20	321.40
8.5		126.90	149.25	181.50	184.70	167.95	211.15	214.95	258.70	333.35
9		130.20	154.25	188.30	191.65	174.15	217.30	220.40	266.20	345.30
9.5		133.50	159.25	195.10	198.60	180.35	223.45	225.85	273.70	357.25
10		136.80	164.25	201.90	205.55	186.55	229.60	231.30	281.20	369.20
10.5										

Pre-9 am prices

	A	B	C	D	E	F	G	H	J
10.5	138.95	167.50	206.90	210.65	190.85	234.65	236.95	289.00	380.60
11	141.10	170.75	211.90	215.75	195.15	239.70	242.60	296.80	392.00
11.5	143.25	174.00	216.90	220.85	199.45	244.75	248.25	304.60	403.40
12	145.40	177.25	221.90	225.95	203.75	249.80	253.90	312.40	414.80
12.5	147.55	180.50	226.90	231.05	208.05	254.85	259.55	320.20	426.20
13	149.70	183.75	231.90	236.15	212.35	259.90	265.20	328.00	437.60
13.5	151.85	187.00	236.90	241.25	216.65	264.95	270.85	335.80	449.00
14	154.00	190.25	241.90	246.35	220.95	270.00	276.50	343.60	460.40
14.5	156.15	193.50	246.90	251.45	225.25	275.05	282.15	351.40	471.80
15	158.30	196.75	251.90	256.55	229.55	280.10	287.80	359.20	483.20

Kgs

Over 15 kg up to 19.5 kg, for each additional 0.5 kg add...

2.15	3.25	5.00	5.10	4.35	5.05	5.65	7.80	11.40	
20	179.80	229.25	301.90	307.55	272.55	330.60	344.30	437.20	597.20

Over 20 kg up to 24.5kg, for each additional 0.5 kg add...

2.25	3.25	5.05	5.15	4.40	4.85	5.65	7.80	10.75	
25	202.30	261.75	352.40	359.05	316.55	379.10	400.80	515.20	704.70

Over 25 kg up to 49.5kg, for each additional 0.5 kg add...

2.25	3.30	5.05	5.15	4.75	5.15	6.00	8.40	11.70	
50	314.80	426.75	604.90	616.55	554.05	636.60	700.80	935.20	1289.70

Over 50 kg for each additional 0.5 kg add...

2.65	4.00	5.50	5.50	5.50	5.50	7.75	10.70	12.45
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Pre-12 noon prices

	A	B	C	D	E	F	G	H	J
0.5	47.45	49.45	53.10	54.15	52.90	55.45	61.15	65.05	73.05
1	55.65	58.05	62.85	64.10	59.10	65.40	73.05	79.10	86.45
1.5	57.35	61.00	66.95	68.30	62.65	69.95	76.20	84.25	94.85
2	59.05	63.95	71.05	72.50	66.20	74.50	79.35	89.40	103.25
2.5	60.75	66.90	75.15	76.70	69.75	79.05	82.50	94.55	111.65
3	62.85	70.15	79.70	81.25	73.70	83.65	88.05	102.35	120.05
3.5	64.90	73.35	84.25	85.80	77.70	88.60	94.05	110.60	128.95
4	66.95	76.55	88.80	90.35	81.70	93.55	100.05	118.85	137.85
4.5	69.00	79.75	93.35	94.90	85.70	98.50	106.05	127.10	146.75
5	71.05	82.95	97.80	99.40	89.75	109.25	118.85	142.90	161.15
5.5	73.25	86.20	102.25	103.90	93.80	113.40	123.50	149.20	169.00
6	75.45	89.45	106.70	108.40	97.85	117.55	128.15	155.50	176.85
6.5	77.65	92.70	111.15	112.90	101.90	121.70	132.80	161.80	184.70
7	79.85	95.95	115.60	117.40	105.95	125.85	137.45	168.10	192.55
7.5	82.05	99.20	120.05	121.90	110.00	130.00	142.10	174.40	200.40
8	84.25	102.45	124.50	126.40	114.05	134.15	146.75	180.70	208.25
8.5	86.45	105.70	128.95	130.90	118.10	138.30	151.40	187.00	216.10
9	88.65	108.95	133.40	135.40	122.15	142.45	156.05	193.30	223.95
9.5	90.85	112.20	137.85	139.90	126.20	146.60	160.70	199.60	231.80
10	93.05	115.45	142.30	144.40	130.25	150.75	165.35	205.90	239.65
10.5	94.45	117.50	145.45	147.60	133.00	154.00	170.25	212.60	247.05
11	95.85	119.55	148.60	150.80	135.75	157.25	175.15	219.30	254.45
11.5	97.25	121.60	151.75	154.00	138.50	160.50	180.05	226.00	261.85
12	98.65	123.65	154.90	157.20	141.25	163.75	184.95	232.70	269.25
12.5	100.05	125.70	158.05	160.40	144.00	167.00	189.85	239.40	276.65
13	101.45	127.75	161.20	163.60	146.75	170.25	194.75	246.10	284.05
13.5	102.85	129.80	164.35	166.80	149.50	173.50	199.65	252.80	291.45
14	104.25	131.85	167.50	170.00	152.25	176.75	204.55	259.50	298.85
14.5	105.65	133.90	170.65	173.20	155.00	180.00	209.45	266.20	306.25
15	107.05	135.95	173.80	176.40	157.75	183.25	214.35	272.90	313.65

Kgs

Over 15 kg up to 19.5 kg, for each additional 0.5 kg add...

1.40	2.05	3.15	3.20	2.75	3.25	4.90	6.70	7.40	
20	121.05	156.45	205.30	208.40	185.25	215.75	263.35	339.90	387.65

Over 20 kg up to 24.5kg, for each additional 0.5 kg add...

1.35	2.05	3.15	3.20	2.75	3.20	4.90	6.70	7.35	
25	134.55	176.95	236.80	240.40	212.75	247.75	312.35	406.90	461.15

Over 25 kg up to 49.5kg, for each additional 0.5 kg add...

1.55	2.20	3.25	3.30	3.10	3.15	5.05	7.15	7.30	
50	212.05	286.95	399.30	405.40	367.75	405.25	564.85	764.40	826.15

Over 50 kg for each additional 0.5 kg add...

2.05	2.90	4.10	4.10	4.10	4.15	6.30	8.80	9.00
------	------	------	------	------	------	------	------	------

Maximum weight limits

Per item: 25 kg  
Overall per shipment: 250 kg

Maximum weight limits

Per item: 50 kg  
Overall per shipment: 250 kg

Please note: For shipments to Jersey and Guernsey there is a weight restriction of 30 kg.

# Additional service options

## Duty and tax options

### **DDU – Delivery Duty Unpaid**

This is the normal DHL clearance method for door-to-door shipments. Any duty and tax is paid on arrival by the receiver.

### **DDP – Delivery Duty Paid**

If you prefer, any duty and tax can be paid by the sender or third party DHL account holder. You can choose this option when you send to any of 140 countries. Simply tick the 'Shipper' box in the destination duties/taxes section (section 6) on the DHL Air Waybill, or select the service when preparing your shipment documentation on any DHL shipping software.

### **Charge (for DDP)**

An administration fee of £10 will be charged in addition to the duty and VAT.

## Delivery service options

### **Saturday collection & delivery**

To check availability and how to arrange the facility, please contact Customer Services (see page 31).  
**Charge:** £25.

### **Out of-hours collection**

Collection out of normal working hours is an optional extra in some areas. For prices and information call Customer Services.

### **Non-standard shipments**

When you need to send items that are exceptionally heavy, large or just unusual, our Non-standard Shipment Service can probably handle it for you.

### **Accompanied service**

An onboard courier will accompany your shipment door-to-door.



## Import clearance services

DHL provides routine customs clearance where required for all delivery services. We also offer a range of special clearance services for non-standard clearance requirements, as detailed below:

### Use of DHL deferment account

If you use the DHL deferment account to pay taxes or duty, the following charges will apply.

**Charge:** An administration fee of £10 or 2% (whichever is the greater).

### Multi-line entry clearance (more than five lines)

Clearance for shipments with multiple commodities or multiple origins for the same commodity.

**Charge:** £20

### Hand over to broker

DHL prepares and delivers or makes available shipment paperwork required for a third party to perform the customs clearance.

**Charge:** £22.50 (charged to broker).

### Storage (more than five working days)

Storage of a shipment in a DHL facility when clearance has been assigned to a third party or while awaiting documentation from the consignee or importer.

**Charge:** £20

### Clearance authorisation

DHL contacts a mandated person in the importing company prior to customs clearance being initiated.

**Charge:** £20

### Document handling

DHL raises, obtains and processes additional customs-related documentation for specific shipments or commodities.

**Charge:** £20 (extra charge per shipment).

### Post - clearance modification

DHL amends clearance information after import by request of the importer.

**Charge:** £25

### Transit shipment

DHL prepares documentation for moving a shipment from DHL premises to a location specified by the consignee or importer under Customs Bond status.

**Charge:** £25



# Additional information

## Taxes and duty options

Charges for shipments to destinations in the UK and other EU countries are subject to VAT at the current rate. Some shipments may be liable to taxes or duty when they arrive at their destination.

## Completing an invoice

When sending goods to countries outside the EU, a proforma or commercial invoice must accompany the shipment. You can print a customs invoice directly from our web site at [www.dhl.co.uk](http://www.dhl.co.uk)

## Prohibited items

Some items are either prohibited from international mail or restricted in certain ways. Examples of DHL prohibited commodities, ie. not acceptable for transport, include:

- Animals
- Bank notes and currency
- Bullion and precious metals
- Dangerous substances
- Drugs/narcotics (illegal)
- Explosives
- Firearms, parts thereof and ammunition
- Human remains (including ashes)
- Pornography

Other local restrictions may apply.

## DHL Shipper's Interest Insurance

In the event of damage or loss of your shipment, DHL's liability to you is limited in accordance with its terms and conditions of business. DHL encourages you to protect yourself against potential loss or damage (limited to your actual financial loss) by purchasing Shipper's Interest Insurance. Shipper's Interest Insurance can be arranged for both express documents and parcels, although some restrictions and limitations may apply. These will depend on the destination and content of the shipment.

DHL only offers one product from a single insurer, currently AIG. Although DHL can arrange the insurance for you, DHL is unable to provide you with advice other than asking some questions which will help you determine the suitability of the cover offered.

### Charge

The cost of Shipper's Interest Insurance for express documents and parcels is 1.5% of the replacement value you have declared (subject to a minimum charge of 9.00 GBP). This cost includes VAT and/or Insurance Premium Tax (IPT), where applicable. Charges for Shipper's Interest Insurance when using the DHL *EUROPLUS* service are available on request.

### Regulators

DHL International (UK) Limited is regulated and authorized by the Financial Services Authority. DHL's FSA registration number is 312634. DHL is permitted to act as an insurance intermediary to facilitate the arrangement and administration of Shipper's Interest Insurance. You can check this and find more information on the FSA's website ([www.fsa.gov.uk](http://www.fsa.gov.uk)) or by contacting them on 0845 606 1234.

### Ownership

Deutsche Post AG, a company domiciled in Germany, is the ultimate owner of 100% of DHL's share capital.

### Complaints regarding Shipper's Interest Insurance

If you wish to make a complaint about Shipper's Interest Insurance please contact us in writing at Customer Service Department, DHL International (UK) Limited, Orbital Park, 178-188 Great South West Road, Hounslow, Middlesex, TW4 6JS, or by telephone on 020 8818 9920. If DHL are unable to resolve your complaint, you may be entitled to refer it to the Financial Services Ombudsman Service.

### Financial Services Compensation scheme (FSCS)

You maybe entitled to compensation from the FSCS scheme if DHL is unable to meet its obligations. This will depend on the circumstances of the claim.

#### Demands and Needs Statement

The following should be read in conjunction with the Policy Summary, located at <http://www.dhl.co.uk/info/index.html>

DHL's Shipper's Interest Insurance as provided by AIG meets the general requirements for loss and damage to goods in transit cover.

The cover applies to goods carried under a single Air Waybill. Cover is effective from the time DHL collects the consignment until the time of delivery. Cover is for physical loss or damage of goods, subject to specific limitations and exclusions. Further details of exclusions and limitations are set out in the policy summary located at <http://www.dhl.co.uk/info/index.html>

Please note that Shipper's Interest Insurance does not cover delays; damage or loss arising from political circumstances; the effects of radioactive activity; deterioration arising from the nature of the goods or the consequences of damage or loss.

Your goods will be insured to the maximum replacement value that you have advised us prior to collection. In the event of a claim, you will be required to provide evidence of the value of the consignment.

In assessing the suitability of Shipper's Interest Insurance, DHL will request you to provide:

- Information relating to the content and value of the goods to enable DHL to identify your requirements; and
- Disclosure of all facts and circumstances material to the required cover.

DHL will advise you:

- That it is your duty to disclose all material facts and circumstances relating to the cover;
- The consequences of your failure to disclose anything that you are aware of, that may be relevant; and
- A summary of your cover requirements.

The cover is provided by way of a master policy issued by AIG. Both a policy summary and the full policy document are available at <http://www.dhl.co.uk/info/index.html>

Alternatively, we will be happy to send you the policy document if requested in writing to: Customer Service Dept, DHL International (UK) Limited, Orbital Park, 178-188 Great South West Road, Hounslow, Middlesex, TW4 6JS

# How to calculate volumetric weight

You may be sending a large, lightweight shipment where its volumetric weight exceeds its actual weight. If so, the cost of the shipment is calculated on the space your consignment takes up on the vehicle.

To calculate the volumetric weight of your shipment simply multiply the length x depth x width of the shipment package and divide the result by 6,000 if you have measured in centimetres and 366 if you have measured in inches. If you require assistance calculating the volumetric weight please feel free to contact Customer Services. Remember to have your dimensions at hand.

Please note, different volumetric calculations apply for DHL *EUROPLUS*, European Road.

## Example for Air / Domestic

Assume the actual weight of your shipment is **7 kg**, but the volumetric weight is:

$$\frac{50\text{cm} \times 40\text{cm} \times 30\text{cm}}{6,000} = 10 \text{ kg}$$

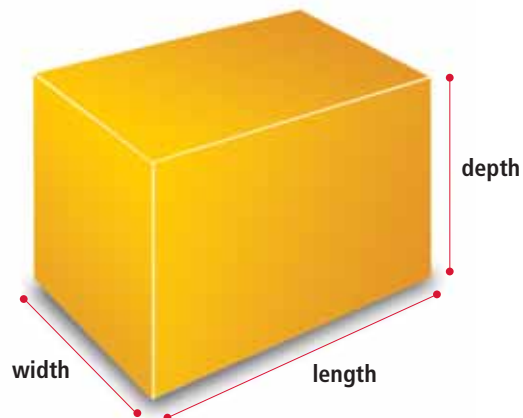
In this example the volumetric weight of **10 kg** is greater than the actual weight of your shipment.

## Example for European Road

$$\frac{50\text{cm} \times 40\text{cm} \times 30\text{cm}}{4,000} = 15 \text{ kg}$$

In this example the volumetric weight of **15 kg** is greater than the actual weight of your shipment.

To find the correct shipment cost choose the appropriate table, use your country rate zone to find the right column and look up the shipment cost for **15kg**.





## How to contact us

- **DHL Track and Trace**  
Air Express Services  
**08701 100 300**
- **DHL Europlus**  
Customer Services  
**08702 400 072**
- **General information**  
Customer Services  
**08701 100 300**
- **For DHL Sameday service**  
Sameday enquiry line  
**08705 888 555**

- **[www.dhl.co.uk](http://www.dhl.co.uk)**

If you want to enjoy additional benefits such as Frequent User Discounts for exporting or simplified importing services, then contact us today on this number.

You can request an account and access a range of services **on-line** via our web site:

**[www.dhlgroup.co.uk](http://www.dhlgroup.co.uk)**

For further information on DHL *EUROPLUS* services

From time to time, we may monitor and record telephone calls for quality and training purposes.

The rates contained in this guide are for DHL account holders.

DHL International (UK) Limited,  
178-188 Great South West Road  
Hounslow, Middlesex TW4 6JS

[www.dhl.co.uk](http://www.dhl.co.uk)

Valid: 06/2005  
VAT number: GB224094484  
Registration No: 1184988

