

OPTIONAL SERVICES

DHL Express offers a wide range of optional services – from non-standard deliveries and billing options to climate neutral shipping. You have the flexibility to choose the best service for your needs with our express delivery services worldwide.

Name	Description	How we charge	Additional Charge
Duties and Taxes Paid	DHL Express can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever the shipper requests that duties, taxes or other regulatory fees be paid outside of the destination country.	Per shipment	28.70 USD
Dedicated Pickup	If your business needs a dedicated vehicle to collect unusual shipments or a pickup outside normal business hours, we can arrange this for you.	Per shipment	29.50 USD
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, labelling and packaging, then sends the shipments to the designated domestic or international business addresses.	Per shipment	0.90 USD
Saturday Delivery	We offer Saturday delivery services to key cities in more than 70 Countries.	Per shipment	58.00 USD
Shipment Insurance	We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss.	By shipment value	13.00 USD or 1% of stated shipment value if higher
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.	Per shipment	5.00 USD
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.	Per shipment	6.80 USD
Payable Packaging	We offer a range of high-quality DHL-branded packaging items. One-off flyers, envelopes and smaller boxes are free of charge. Larger boxes and tubes can be ordered through Customer Services and will be provided by the courier at time of pickup, a charge applies.	Per Item	5.20 USD minimum
Importer of Record (IOR)	This service allows the shipper to send a dutiable shipment to the receiver, with the duties and taxes invoiced to a third party at destination acting as the nominated Importer of Record (IOR). The customs invoice must indicate the importer's billing details in addition to the receiver's shipping address.	Per shipment	21.90 USD
Change of Billing	At the account holder's request, a change in billing can be applied by crediting one invoice and then re-invoicing the same amount to an account number other than the one marked on the waybill.	Per invoice	40.00 USD
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.	Per shipment	28.70 USD

SURCHARGES

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

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Remote Area	This surcharge applies when a shipment is collected from, or delivered to a location that is distant or difficult to serve. The Remote Area surcharge applies to international and domestic shipments.	Per shipment	29.80 USD per shipment or 0.54 USD per kg, if higher
Overweight Piece	A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70 kg. The Overweight Piece surcharge applies to domestic and international shipments.	Per piece	89.00 USD
Oversize Piece	This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 120cm. The Oversize Piece surcharge applies to domestic and international shipments.	Per piece	89.00 USD
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 applies to domestic and international shipments.	Per pallet	167.00 USD
Dangerous Goods	Under some circumstances, DHL can carry acceptable quantities of dangerous goods or hazardous materials. Packages containing dangerous goods or hazardous materials will be assessed a service charge. Additional charges may also apply.		
Full Dangerous Goods		Per shipment	104.50 USD
Dangerous Goods in Excepted Quantities	This fixed surcharge is applied per shipment when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	Per shipment	7.80 USD
Dry Ice UN1845	A service charge will be applied for the handling and transportation of Dry Ice UN1845, which is used as a freezing agent for non-dangerous goods.	Per shipment	16.70 USD
Lithium Batteries	A surcharge may apply per shipment when the handling and transportation of shipments involves Lithium Ion or Lithium Metal batteries compliant with the appropriate IATA Packing Instructions 966, 967, 969 and 970, Section II.		
Lithium Batteries Section II (PI966, PI969)		Per shipment	7.80 USD
Lithium Batteries Section I, II (PI965)		Per shipment	104.50 USD
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. This surcharge applies to domestic and international shipments.	Per shipment	15.70 USD
Data Entry	This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills. Electronic shipping documentation incurs no additional charges.	Per shipment	5.85 USD
Restricted Destination	A surcharge applies when shipping to a destination country that is subject to trade restrictions imposed by the UN Security Council. Countries in scope: Central African Republic, Democratic Republic of Congo, Iran, Iraq, North Korea, Lebanon, Libya, Somalia, Syria, and Yemen.	Per shipment	38.70 USD
Elevated Risk	A surcharge is applied when shipping to a destination country, DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism. Destination countries affected: Afghanistan, Iraq, Libya, Mali, Niger, Sudan, Syria and Yemen.	Per shipment	27.70 USD

CUSTOMS SERVICES

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

Name	Description	How we charge	Additional Charge
Broker Notification	At the customer'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.	Per shipment-minimum	98,350.00 COP
Formal Clearance	Applied in selected countries when importing goods with an aggregated declaration value or weight exceeding the limits set by destination Customs Authorities, or due to other regulatory requirements are excluded from routine clearance procedures.	Per shipment-minimum	504,300.00 COP
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.	Per shipment-minimum	98,350.00 COP
Bonded Transit	A bonded shipment occurs when DHL is requested to move non-document foreign-origin goods to a location other than the regular DHL gateway at destination. Bonded Transit is normally operated within a country or customs union, and is necessary prior to final clearance by the importer or designated broker. Bonded Transit applies to both export and import shipments whenever DHL is required to open, manage or report any form of transfer under bond using our own guarantee.	Per shipment-minimum	100.00 USD
Clearance Data Modification	DHL may add or modify data declared to customs authorities for clearance purposes such as declared values, classification of the goods, and importer details, based on documentary evidence gathered from or confirmed by the importer or exporter and only upon request by customs authorities or at the request of the importer/exporter.	Per shipment	57.00 USD
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.	Per shipment-minimum	64,000.00 COP
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.	Per shipment	35.50 USD
Release to Broker	At shipper or importer 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.	Per shipment-minimum	142,240.00 COP
Temporary Import /Export	When requested by the shipper or importer, DHL prepares the merchandise or goods for their temporary export and later import. Raw or semi-finished materials can be imported into a Customs' approved Export Processing Zone or Free Trade Zone for value adding activities, providing the finished goods are subsequently exported.	Per shipment	79.40 USD
Preferential Origin	DHL can assist with the preparation or provision of a Certificate of Origin or other similar forms, to certify the goods in a particular export shipment have been produced, manufactured or processed in a particular country allowing preferential rates of duty to be claimed at destination. Common examples are EUR1, Form A, or ATR1.	Per shipment	18.80 USD
Other Governmental Agency	At importers request, DHL may arrange and prepare related paperwork for any bio, health, phytosanitary, veterinary, quarantine, CITES or similar control procedures required by a regulatory authority, to facilitate the clearance of a shipment into a country or Customs Union. The agency charges will subsequently be invoiced to the importer.	Per shipment	34.20 USD
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. The charge applies to the duty and taxes payer.	Per shipment	24.00 USD

Valid: January 1, 2020

All services may not be available in all areas.

Services are subject to DHL Terms and Conditions, as published at [logistics.dhl](https://www.dhl.com) and/or as set forth on the waybill of the country of origin.