

## SERVICES AND SURCHARGES



### DHL Express

### Services and Surcharges

#### SERVICES

Name	Charge code	Description	Price Mechanism	Net Charge INR
SATURDAY DELIVERY	AA	At shipper's request, the destination country will deliver shipments up to 300 kg or pieces up to 30 kg on a Saturday. The service is available to selected service areas that perform deliveries on Saturdays in addition to the normal operating schedule Monday-Friday i.e. day 6. Can be offered from any origin to one of the Saturday Delivery capable destination countries. To check availability, please contact our Customer Service.	Rate per shipment	2,700
SATURDAY PICKUP	AB	At shipper's request, an ad-hoc pickup of a shipment up to 300 kg and pieces up to 30 kg on a Saturday, at selected postal code areas that have the operational capability, in countries where Saturday is not a normal working day. To check availability, please contact our Customer Service.	Rate per shipment	1,800
DEDICATED DELIVERY	TA	At shipper's request, an immediate or non-routine, once-only delivery of a shipment within a normal working day or a holiday that may involve a specific vehicle such as tail lift truck or more than one courier.	Rate per kg/lbs with minimum	40 per kg with minimum of 3,520 per shipment
DEDICATED PICKUP	QA	If your business needs a dedicated vehicle to collect unusual shipments, or a pickup outside normal business hours, we can arrange this for you.	Rate per kg/lbs with minimum	40 per kg with minimum of 1,760 per shipment
DUTY TAX PAID	DD	At Shipper's request, an administration charge for invoicing duties and taxes to the Shipper, third party or to an entity in a third country, when such duties and taxes are not paid for by the Receiver at the Shipper's request. Duties and taxes are paid for by DHL at destination but then recovered from the Shipper through the Collect Billing system. Available only for select countries.	% of fiscal charges with minimum	2% of fiscal charges with minimum of 2,350
NEUTRAL DELIVERY	NN	At Shipper's request, the delivery of a non-document shipment/piece by the Shipper that ensures the value of the goods are kept confidential from the Receiver; while the importer of record at destination (not being the Receiver) is billed for the duties and taxes.	Rate per shipment	500
CHANGE OF BILLING	KA	The Change of Billing service applies when a customer requests a change of defined billing information on an already issued invoice, which is not due to DHL Express' fault and which will result in a reissuing of the invoice and, in case of account change, crediting of the old account and debiting of the new account.	Rate per invoice	900
PRINTED INVOICE	KD	A charge applies to every paper invoice provided to a Customer. In lieu of paper invoices, DHL's online e-billing service is available at no extra charge.	Rate per invoice	250
GOGREEN CLIMATE NEUTRAL	EE	MyDHL+ users can request ad-hoc climate neutral shipping service for individual shipments. The customer can selectively request climate neutral shipping by ticking the respective service box in the shipping tool. An annual certification is not included.	Rate per shipment	8.8 per kg with minimum of 8.8 per shipment
GOGREEN CLIMATE NEUTRAL	EA	By contractual agreement with the Shipper, a full carbon-neutral service comprising calculation of CO2 emissions on a shipment level; offsetting of these emissions by DHL Carbon Management; and an annual certification by an external third party.	Rate per kg/lbs with minimum	8.8 per kg with minimum of 8.8 per shipment
SHIPMENT INSURANCE	II	At Customer's request, the provision at individual shipment level, of declared value coverage above Standard Liability, for the amount necessary to repair or replace a shipment/piece in the event of physical loss or damage.	Rate per shipment	1 % of insured value with minimum of 880
EXTENDED LIABILITY	IB	At Customer's request, Extended Liability is offered for document shipments with a fixed compensation of INR 35,000 regardless of document value	Rate per shipment	400
SHIPMENT PREPARATION	PA	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 international addresses.	Rate per shipment	2,600
DIRECT SIGNATURE	SF	Upon customer's request, DHL will obtain signature from the receiver or a representative at the delivery address. In case no one is at the delivery address, DHL will reattempt delivery. Shipments in this service can't be re-routed, dropped in a post box or left with the neighbor. The receiver is authorized to arrange an alternative delivery time at the same delivery address or to collect the shipment from a DHL owned service point.	Rate per shipment	410
PLASTIC FLYER	GF	Charges apply for all DHL standard packaging items including plastic flyers provided in bulks or stacks. Single packaging items provided ad-hoc by a courier or as part of our DHL EXPRESS EASY offer are free of charge.	Rate per stack (100 flyers)	1,600
RESIDENTIAL ADDRESS	TK	Customers shipping to a home or private residence can choose to activate specific delivery options by designating the delivery address as residential. For shipments designated as Residential Address, DHL Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the delivery option that best suits their requirements via the On Demand Delivery website	Rate per shipment	250
PREMIUM 9:00 AM	YI	A door-to-door delivery before 9:00 AM on the next possible business day with Premium 9 AM Money-back guarantee on the premium amount	Rate per shipment	1,500
PREMIUM 12:00 PM	YK	A door-to-door delivery before 12:00 Noon on the next possible business day with Premium 12 PM Money-back guarantee on the premium amount	Rate per shipment	1,000

**SURCHARGES**

Name	Charge code	Description	Price Mechanism	Net Charge INR
ELEVATED RISK	CA	Elevated Risk surcharge will apply when shipping to a destination country (Afghanistan, Iraq, Libya, Mali, Niger, Sudan, Syria and Yemen) where DHL is operating at elevated risk due to continuous state of war, civil unrest. or continuous threats from terrorism	Rate per shipment	1,800
RESTRICTED DESTINATION	CB	Surcharge applies when shipping to or importing from a destination country (Central African Republic, Democratic Republic of Congo, Iran, Iraq, North Korea, Libya, Somalia, Syria and Yemen) that is subject to specific trade restrictions imposed by the UN Security Council or national legislation such as the EEAS of the European Union of the US Office of Foreign Assets Control (OFAC).	Rate per shipment	2,700
OVERSIZE PIECE	YB	A fixed surcharge is applied to every piece, including a pallet, with a single dimension in excess of 120cm (48 inches).	Rate per piece	4,100
OVERWEIGHT PIECE	YY	A fixed surcharge is applied to every piece, including a pallet, that exceeds the scale or volumetric weight of 70kg (150 lb).	Rate per piece	7,800
NON STACKABLE PALLET	YC	The surcharge applies when any pallet piece in a shipment is deemed non-stackable due to its packaging, content or shape or is clearly marked with FRAGILE/ DO NO STACK instructions.	Rate per piece	20,500
REMOTE AREA PICKUP/ DELIVERY	OB/OO	An international remote area service is defined by a post code (or town name in the absence of post code) that is determined as difficult to serve or too distant. Providing a pick-up/ delivery shipments from /to such post codes requires a significant effort from DHL and presents considerable value to the Payer.	Rate per kg/lbs with minimum	40 per kg with minimum of 2,350 per shipment
ADDRESS CORRECTION	MA	Will be applicable on shipments that are undeliverable in the first attempt due to incorrect/ incomplete delivery address or consignee details.	Rate per shipment	900
DATA ENTRY	PD	A surcharge applies for each outbound/inbound shipment consigned with non-electronic, paper based manual house waybills. Electronic shipping documentation incurs no additional charges.	Rate per shipment	450
LITHIUM ION PI965	HB	The handling and transportation of shipments containing Lithium Ion batteries that are compliant to the IATA Packing Instructions 965 Section II (lose) by air. Charge is not applied for Lithium Ion Batteries when it is contained inside an equipment/device like notebooks, tablets , mobile phone etc. <i>*Accepted from approved Shippers only</i>	Rate per shipment	6,800
LITHIUM ION PI966	HD	Surcharge is applied for the handling of shipments involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): Lithium Ion, Section II PI966 <i>*Accepted from approved Shippers only</i>	Rate per shipment	410
LITHIUM METAL PI969	HM	Surcharge is applied for the handling of shipments involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): Lithium Ion, Section II PI966 <i>*Accepted from approved Shippers only</i>	Rate per shipment	410
EXCEPTED QUANTITIES	HH	Surcharge is applied per shipment when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities (EQ) in compliance with IATA Dangerous Goods Regulations. <i>*Accepted from approved Shippers only</i>	Rate per shipment	440
FULL DANGEROUS GOODS	HE	Surcharge is applied per shipment when the handling and transportation of TDI shipments involves substances and commodities requiring a Shipper's declaration in accordance with the IATA Dangerous Goods Regulations. DG class 2, 3, 4, 5, 6, 8 and 9 commodities, according to IATA regulations. <i>*Accepted from approved Shippers only</i>	Rate per shipment	6,600
FUEL SURCHARGE (JET)	FF	This variable surcharge is applied to the transportation charge and any transportation related surcharges. It is derived from publicly available fuel indices that are also shown on the DHL Express website at dhl.com/ fuel surcharge. The charge is calibrated every month to the fuel price that was current two months prior to the billing month. The Fuel Surcharge applies to domestic and international shipments.	% on transportation and additional charges	Pls refer to DHL website for the prevailing Fuel Surcharge.

**CUSTOMS SERVICES**

Name	Charge code	Description	Price Mechanism	Net Charge INR
DELIVERY ORDER/ RELEASE TO BROKER	WN	At Customer's request, the release of a DHL Express shipment to the customers designated customs broker of choice. DHL will transfer the responsibility for a shipment and related customs documentation to the customers nominated broker for clearance and last mile delivery.	Rate per shipment	3,300
BROKER NOTIFICATION	WG	At shipper or importer request, DHL will provide the necessary paperwork to the customers designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed.	Rate per shipment	3,150
BONDED STORAGE	WK	The registering into bond, and subsequent holding of a shipment /piece for >3 calendar days following the arrival date in a bonded DHL or non-DHL facility, either when awaiting documentation from the Receiver or Importer, or when clearance has been assigned to a third party Broker.	Per shipment, per day after 3 calendar days	500 and 10 Per KG Per Day
NON-ROUTINE ENTRY	WB	Customs clearance charges for Inbound shipments cleared in Formal Mode	Rate per shipment	3,100
MULTILINE ENTRY	WE	The clearance of a shipment with multiple commodities or multiple origins for the same commodity. Charges apply when more than 5 lines are recorded on the customs clearance, for example with different commodities or different countries of manufacture.	Rate per line item	440 per line from 6th line onwards
PERMITS & LICENCES	WJ	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.	Rate per shipment	2600
TEMPORARY IMPORT EXPORT	WM	At Customer's request, and typically when missing from the Shipment, the preparation by DHL of an international customs document e.g., ATA Carnet that simplifies custom's procedures for the temporary import /export of various goods.	Rate per shipment	3520
PREFERENTIAL ORIGIN	WQ	At shipper's request, the preparation or provision of a Certificate of Origin or other similar forms by DHL 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	Rate per shipment	440
EXPORT DECLARATION	WO	Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Where automated export systems are available to the public, shippers may avoid the charge by submitting the export declaration online. In case of IMP billed shipments DHL will submit the export declaration in order to accelerate the export at origin and pass the charge to the payer's account.	Rate per shipment	2,600
DUTY TAX IMPORTER	WC	At Customer's request, DHL clears the shipment at destination and arranges for any applicable import duties, taxes and regulatory charges to be invoiced to a 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.	% of fiscal charges with minimum	2% of fiscal charges with minimum of 820
DUTY TAX RECEIVER	WW	The use of DHL's credit or cash to fund the clearance. duty and tax charges related to a shipment /piece, instead of the Receiver using his own bond or credit line. The customs process is accelerated with DHL making prompt payment of relevant charges, while the Receiver defers payment until an agreed date.	% of fiscal charges with minimum	INR 820 or 2% of Duty whichever is higher

Note: For more details on services & surcharge Portfolio, please visit <https://mydhl.express.dhl/in>