

Value-added Service:	Description:	Additional cost:
Time-window delivery or collection (Not available for Eurapid service)	Regular delivery or collection within an agreed time-window	On request
Booking or pre-advise by DT (Not available for Eurapid service)	Advise and agreement of delivery day and time slot with consignee by delivery terminal	€ 50,00 for window < 2 hours On Request for specific timeslot
Booking or pre-advise in specific system (Not available for Eurapid service)	Advise and agreement of delivery day and time slot with consignee in specific system	€ 25,00 per shipment
Pre-10 delivery (Only available for Eurapid service)	Delivery before 10h00 (morning) Coverage : www.dhl.com/lte	€ 50,00 per shipment
Pre-12 delivery (Only available for Eurapid service)	Delivery before 12h00 (noon) Coverage : www.dhl.com/lte	€ 25,00 per shipment
Manual booking	Surcharge if the booking is not via EDI or DHL Freight Booking systems	€ 10,00 per order
Credit Restriction	Deductable in case of payment before due date of the invoice	
Tail-lift delivery or collection	Delivery or collection with a truck provided with a tail-lift * Always needs to be mentioned upfront	Free of charge from 0-2500kg On request as from 2501 kg
Extra loading or delivery address (Not available for Eurapid service)	Extra cost for additional stops	On request
2nd Delivery	Redelivery of goods at customer (e.g. closed, ...)	30% of transport cost On request as from 2501 kg
Fixed delivery day (Only applicable for international Euroconnect Service for non hazardous goods)	Shipments that DHL Freight holds on to for specific day delivery. Day can not be earlier than the minimum transit time + 1 day with a max of 5 days deviation	€ 25,00 per shipment
Europallet exchange (Only available for international Euroconnect Service)	Available for limited countries (BE, NL, DE) Pallet exchange request can only go back for a twelve month period from the date of request.	On request
Stand trailer	Positioning of stand-trailers at collection site allowing loading pre collection (trailer-swap)	On request
Return service	Return to sender of undeliverable or refused shipments	Separate inbound transport rates available on request
Hazardous goods surcharge	Transportation of dangerous goods	Please see further for detailed explanation
Wrong details	Incorrect information about shipment dimensions or weight stated at booking / EDI. Surcharge applicable in case of deviations > 10% and/or changes in weight band (in rate sheets)	€ 25,00 per shipment
EKAER surcharge	Surcharge for shipments to Hungary	€ 10,00 per shipment
Pro-active shipment (delivery) status	(Delivery) status information via e-mail alert	On request
Proof of delivery (POD)	Hard copy with signature. No charge in case of dispute concerning delivery	€ 15,00 per POD
Information of delivery (IOD)	Electronic version without signature	Free of charge
Individual performance reports	Tailor-made to requirements	On request
Third party billing	Tailor-made to requirements	On request
All Risk Cargo Insurance (No franchise applicable) (Not possible for dangerous goods)	Transport insurance for your valuable shipments. Max. insurance amount of €5.000.000,00 For consignments with a value > € 300.000,00 please contact your DHL contact person. Please mention the value which you would like to have covered by the All Risk Cargo Insurance on	0,30% of the insurance value with a minimum of € 15,00

	your transport order.	
Cash on delivery (COD), for shipments to : AT, BG, CH, CZ, DK, DE, EE, ES, FR, GB, HU, IT, PT, LT, LV (Only available for international Euroconnect service and with prior agreement of DHL)	Different maximum COD amount applies per country and per payment method (cash or Bank cheque) Max COD amount cash payment:: Max COD amount bank cheque payment: Max COD amount for Hungary:	€ 25,00 admin expenses + 1% of COD amount € 2.500,00 € 12.300,00 € 400,00
Delivery against documents (DAD) (Not available for Eurapid service)	Delivery will be effected only against receipt of the documents specified by the party that places the transport order	On request
Customs clearance in domestic country * Shipments to East-EU are always DDU	Per export document incl. 1 tariff number Per import document incl. 1 tariff number Per additional tariff number T2L Administration fee (only applicable for GB)	€ 50,00 per document € 50,00 per document € 8,50 per document € 25,00 per document € 30,00 per document
Customs clearance in foreign country	Per document incl. 1 tariff number Per additional tariff number T2L	€ 50,00 per document € 8,50 per document € 25,00 per document
Additional customs documents	EUR-1 document (*see EUR-1 Remark) FCR/FCT certificate (*see FCR/FCT Remark) ATR-1 document T-1 Document (*see T-1 Remark)	€ 50,00 per document € 20,00 per certificate € 30,00 per document € 65,00 per document + 0,3% on value of goods
Advance provision	for advancing duties, taxes and VAT payments for import customs clearance * Cash payment at reception of the goods: * Payment on due date of the invoice	0% 3% (Min € 15,00 - Max € 500,00)
Intrastat	Monthly reporting of export shipments to national statistic offices	On request
Remarks		
*EUR-1:	Goods must be accompanied by original commercial invoice in triplicate, duly stamped by your company and carrying a signature in blue ink, mentioning the origin of the goods and the correct terms of delivery in order to establish a EUR 1 document, we need the purchase invoice of your supplier, mentioning the origin of the goods	
*FCR/FCT:	Goods must be accompanied by a copy of the commercial invoice	
*T-1:	The Finnish customs office demands a caution for transit goods under T1 document. This caution has to be deposited by the company responsible for the establishment of the T1 document. As a consequence, these shipments will be subject to additional surcharges. These surcharges are not applicable for shipments to be delivered in the third country of destination by one of the partners of the Deutsche Post Group	

Hazardous goods :**Following hazardous goods classifications will not be accepted :**

Please see clause 7. Dangerous goods within our terms & conditions

Following hazardous goods will only be accepted after mutual agreement:

Class 4.2 & 4.3 : Risk of Spontaneous combustion

Class 5 : Oxidants

Class 9M1 / 9M2 / 9M8 : Several hazardous goods and objects

Note : Classe 2.3 - Toxic gases are not allowed in the DHL warehouse**Surcharges for hazardous goods transport :**

Swiss tax surcharge for hazardous goods send by intermodal			25,00
Denmark:	Postal code 0 till 4999	Price per shipment (IMO-surcharge included)	75,00 €
	other postal code :	10 % minimum per shipment	25,00 €
Sweden and Norway:	0 till 10000 Kg	Price per shipment (IMO-surcharge included)	85,00 €
	As of 10001 Kg	Price per shipment (IMO-surcharge included)	110,00 €
Finland:	0 - 2500 Kg	Price per shipment (IMO-surcharge included)	155,00 €
	As of 2501 Kg	Price per shipment (IMO-surcharge included)	245,00 €
Baltics : (EE, LT, LV)		Surcharge per shipment on transport charges of	15,00%
		With minimum per shipment of	30,00
Greece:	0 till 1500 Kg	Price per shipment (IMO-surcharge included)	220,00 €
	1501 till 2000 Kg	Price per shipment (IMO-surcharge included)	220,00 €
	2001 till 2500 Kg	Price per shipment (IMO-surcharge included)	220,00 €
	2501 till 6000 Kg	Price per shipment (IMO-surcharge included)	235,00 €
	6001 Kg till FTL	Price per shipment (IMO-surcharge included)	250,00 €
Turkey:	0 Kg till FTL	Price per shipment	165,00 €
Malta	0 till 3000 Kg	Price per shipment	113,25 €
	3001 Kg till FTL	Price per shipment	272,00 €
BG, HR, MK, RO, RS	15% surcharge	Minimum per shipment	45,00 €
CZ, SI, SK, HU and PL	10% surcharge	Minimum per shipment	35,00 €
AT, CH, DE, ES, FR, PT	10% surcharge	Minimum per shipment	35,00 €
BE, NL, LU	15% surcharge	Minimum per shipment	35,00 €
UK and Ireland :		Surcharge per shipment of	90,00 €
Italy	10 % surcharge	Minimum per shipment	35,00 €
Italy (Islands)		Surcharge per shipment of	190,00 €
Other countries :		According to cost	On demand

Note : the IMO-surcharges will also be applied on Limited Quantities (LQ) and exempted quantities.(1.1.3.6)