

## (NON-)STANDARD CHARGES – EXPORT/IMPORT

### NON-STANDARD CHARGES – EXPORT/IMPORT

| CHARGE NAME/DESCRIPTION                                                     | (Non-)standard | C. CODE     | VALUE      | UNIT                                                                                                                    |
|-----------------------------------------------------------------------------|----------------|-------------|------------|-------------------------------------------------------------------------------------------------------------------------|
| Air Security Check Fee (EU Regulation 2015/1998)                            | Standard       | MCMP        | EUR 4,80   | per shipment                                                                                                            |
| Amendment fee carrier (C.C.A.)                                              | Non-standard   | OAME/DAME   | EUR 60,00  | per shipment                                                                                                            |
| Assembly fee                                                                | Non-standard   | OASB / DASB | EUR 70,00  | per consolidated shipment (<=5 shipments, >5 shipments charge on request)                                               |
| Back to back fee (BTB Administrative Handling)                              | Non-standard   | OBTB        | EUR 125,00 | per shipment                                                                                                            |
| Bond fee (document) – T1 (incl. 2 posts) <sup>1</sup>                       | Non-standard   | OBTD / DBTD | EUR 50,00  | per document                                                                                                            |
|                                                                             |                | OCAL / DCAL | EUR 11,00  | per extra post                                                                                                          |
| Customs clearance – after hours (Entry Emergency Clearance) <sup>2</sup>    | Non-standard   | OECL / DECL | EUR 120,00 | extra fee, per shipment                                                                                                 |
| Customs required inspection fee, visitation charges                         | Non-standard   | OCUI / DCUI | EUR 50,00  | per visitation                                                                                                          |
| Dangerous goods fee due agent, handling                                     | Non-standard   | ODGH / DDGH | EUR 100,00 | per shipment, excluding any 3 <sup>rd</sup> party charges                                                               |
| Dangerous goods re-check fee                                                | Non-standard   | MDCKF       | At cost    | per shipment                                                                                                            |
| Document change fee                                                         | Non-standard   | OCAN / DCAN | EUR 49,50  | per shipment                                                                                                            |
| Document handover fee                                                       | Non-standard   | ODHA / DDHA | EUR 65,00  | per shipment                                                                                                            |
| Energy surcharge                                                            | Standard       | OENG / DENG | EUR 9,00   | per shipment, in case shipment is handled by DHL                                                                        |
| EUR 1 / ATR document                                                        | Non-standard   | OCOO        | EUR 40,00  | per shipment                                                                                                            |
| Export or import custom clearance (Additional post)                         | Non-standard   | OCAL / DCAL | EUR 11,00  | per extra post                                                                                                          |
| Express / AOG handling                                                      | Non-standard   | OEHA / DEHA | EUR 175,00 | per shipment                                                                                                            |
| Government agency certification/data submission (Agric Gds (phytosanitary)) | Non-standard   | OGDI / DGDI | EUR 35,00  | per document, excluding any charges NAK tuinbouw                                                                        |
| Government agency certification/data submission (GDB)                       | Non-standard   | OGDI / DGDI | EUR 35,00  | per document, excluding any charges NVWA                                                                                |
| Issuance export or import permit                                            | Non-standard   | OLIC / DLIC | EUR 50,00  | per request                                                                                                             |
| Legalization charges                                                        | Non-standard   | OLEG / DLEG | EUR 50,00  | per shipment, excluding any 3 <sup>rd</sup> party charges                                                               |
| Letter of credit                                                            | Non-standard   | OLOC / DLOC | EUR 85,00  | per shipment                                                                                                            |
| Manifest amendment fee (from all origins outside Europe)                    | Non-standard   | OMAM / DMAM | EUR 12,00  | per mandatory change, after booking                                                                                     |
| Neutralisation                                                              | Non-standard   | OLAB / DLAB | EUR 50,00  | per shipment                                                                                                            |
| Other government agencies required Inspection fee, visitation charges       | Non-standard   | OGVI / DGVI | EUR 50,00  | per visitation                                                                                                          |
| Photo report/documentation                                                  | Non-standard   | OPHO / DPHO | EUR 25,00  | per shipment (<=10 photos, >10 photos charge on request)                                                                |
| ReFuel EU Aviation surcharge (EU regulation 2023/2405)                      | Standard       | MCSAF       | EUR 0,03   | per kilogram charge. weight <sup>3</sup>                                                                                |
| Shipment handover fee                                                       | Non-standard   | ODHA / DDHA | EUR 65,00  | basic fee, per shipment                                                                                                 |
|                                                                             |                | ODHA / DDHA | EUR 0,30   | additional, per kilogram charge. weight <sup>3</sup>                                                                    |
| Shipment handover fee towards DHL Global Forwarding                         | Non-standard   | -           | at cost    | -                                                                                                                       |
| Temporary declaration management (carnet)                                   | Non-standard   | OTEM / DTEM | EUR 85,00  | per carnet                                                                                                              |
| Third party billing fee                                                     | Non-standard   | OTPB        | EUR 147,50 | per shipment, excluding 3 percent advance fee calculated on transportation costs (and duties and taxes when applicable) |

<sup>1</sup> You are responsible to provide proof of the clearance of the T1 document at the first request of DHL Global Forwarding. In the event of non-compliance you will be held responsible for all costs involved. <sup>2</sup> Outside export/import office hours (Mon-Fri 06.00 - 19.00CET). <sup>3</sup> This rate is charged according the chargeable weight calculated based on the air freight industry standard (1:6).

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**Trade registration number**  
340.64.736  
**VAT number**  
NL 0088.68.992.B.01  
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**TRUCKING****LTL - TRUCKING**

| CHARGE NAME/DESCRIPTION                                | C. CODE     | VALUE     | UNIT                         |
|--------------------------------------------------------|-------------|-----------|------------------------------|
| Waiting time (15 minutes free time loading/unloading)  | OWAI / DWAI | EUR 17,50 | per 15 minutes, per shipment |
| Loading/unloading slot time – 1 hour window            | OAPP / DAPP | EUR 60,00 | per shipment                 |
| Loading/unloading slot time – 2 hour window            | OAPP / DAPP | EUR 40,00 | per shipment                 |
| Loading/unloading slot time – 3 hour window            | OAPP / DAPP | EUR 30,00 | per shipment                 |
| Maasvlakte / Environmental-zone surcharge <sup>4</sup> | OENV / DENV | EUR 50,00 | per shipment                 |
| ADR Surcharge (Applicable for dangerous goods)         | ODGP / DDGD | EUR 30,00 | per shipment                 |

**FTL – TRUCKING**

| CHARGE NAME/DESCRIPTION                                | C. CODE     | VALUE     | UNIT                         |
|--------------------------------------------------------|-------------|-----------|------------------------------|
| Waiting time (1 hour free time loading/unloading)      | OWAI / DWAI | EUR 17,50 | per 15 minutes, per shipment |
| Maasvlakte / Environmental-zone surcharge <sup>4</sup> | OENV / DENV | EUR 50,00 | per shipment                 |

<sup>4</sup>If an environmental zone surcharge is applicable the latter will be indicated at time of quotation/booking.

**STORAGE****GENERAL CARGO**

| CHARGE NAME/DESCRIPTION                            | C. CODE     | VALUE     | UNIT                                              |
|----------------------------------------------------|-------------|-----------|---------------------------------------------------|
| General cargo (<=24 hours free time <sup>5</sup> ) | OSTO / DSTO | EUR 0,10  | per kilogram charge. weight, per day <sup>6</sup> |
|                                                    | OSTO / DSTO | EUR 55,00 | minimum, per shipment                             |
| Temperature controlled (no free time)              | OSTT / DSTT | EUR 0,17  | per kilogram charge. weight, per day <sup>6</sup> |
|                                                    | OSTT / DSTT | EUR 90,00 | minimum, per shipment                             |
| Dangerous Goods (no free time)                     | OSTD / DSTD | EUR 0,15  | per kilogram charge. weight, per day <sup>6</sup> |
|                                                    | OSTD / DSTD | EUR 90,00 | minimum, per shipment                             |
| Secured storage (no free time, max. 5 days)        | OSTV / DSTV | EUR 0,12  | per kilogram charge. weight, per day <sup>6</sup> |
|                                                    | OSTV / DSTV | EUR 75,00 | minimum, per shipment                             |

<sup>5</sup> Free time period up to 24 hours after arrival Amsterdam Schiphol Airport. <sup>6</sup> This rate is charged according the chargeable weight calculated based on the air freight industry standard (1:6).

## AIR FREIGHT AND GENERAL CONDITIONS

### AIR FREIGHT SPECIFIC CONDITIONS

- We will charge 6% Collection fee over the above foreign costs on our invoice (minimum EUR 25,00 per shipment).
- DDP shipments are subject to storage and governmental charges.
- Accepted rates are valid until further notice and subject to change based on airline rate changes and space availability.
- Surcharges are subject to change and vary per carrier.
- Above rates are only valid for normal, stackable and non-dangerous goods with a maximum height of 160 centimeters.
- Dangerous goods, battery and/or non-stackable shipments are always subject to carrier approval; additional charges might apply.
- Rates will be charged per kilogram based on the chargeable weight, unless otherwise specified.

### GENERAL CONDITIONS

- Above mentioned rates are excluding VAT, duties and advance payment fee (3% over VAT and duties).
- For shipments within the European Union above mentioned rates are excluding 21% VAT.
- Payment terms: in case no credit has been granted to your company, payment by means of wire transfer.
- Payment terms: in case credit has been granted to your company, payment must occur within 14 days after the invoice date.
- This offer is based upon the current surcharges & possibilities. In case significant changes do occur, for example in exchange rates and/or fuel prices or situations which have direct consequences on rates or space allocations, we reserve the right to adjust our rates accordingly.
- The Dutch Forwarding Conditions in the latest version, deposited by "FENEX" of the District Court at Rotterdam, shall apply. We may waive the arbitration clause. The conditions will be sent to you upon request. You expressly agree with the contents and the appliance of the Dutch Forwarding Conditions.
- All wooden packing materials and/or wooden pallets, do require a specific treatment as per the ISPM 15 (International Phytosanitary Measure 15).
- Shipments arriving at DHL Global Forwarding via third party logistic providers, will be invoiced for all freight charges.
- For correct customs handling and clearance, a signed declaration 'Direct Representation' is necessary.
- **Did you know that DHL also offers a GOGREEN product which neutralizes the CO<sup>2</sup> emissions from your transportations? Please ask your account manager for more information.**

## DHL Global Forwarding Terms & Conditions

(Valid as of 26 Sep. 2024)

### General Conditions

- DHL Global Forwarding, the freight forwarding business unit of DP DHL Group and all its subsidiaries and affiliates, may choose to fulfill any contractual obligation, using any carrier or subcontractor and routing at its sole discretion, unless otherwise agreed in writing.
- Transit times indicated are estimates and actual transit times may differ according to carrier schedules. Further, such indicated transit times do not reflect delays due to export control or customs clearance processes, and are applicable to working days only.
- Total charges offered do not include insurance coverage, unless explicitly mentioned. In case no explicit insurance product is agreed, DHL Global Forwarding's liability is limited to the Standard Trading Conditions defined below and/or the conditions as printed in the Bill of Lading resp. Air Waybill.
- DHL Global Forwarding strives to be fully compliant at all times with the prevailing rules and regulations for carriage of dangerous/hazardous cargo. In this regard, we work with our customers and carrier partners to ensure all dangerous/hazardous cargo is correctly declared at the time of booking the shipment and prevent any mis-declaration of dangerous/hazardous cargo. In the event that DHL Global Forwarding's customers mis-declare dangerous/hazardous cargo to be non-dangerous/non-hazardous cargo, all penalties, costs, consequences and liabilities of this mis-declaration will be passed on to the customer.
- DHL Global Forwarding's offers and quotations provide the estimated charges for the shipment specified therein based on their dimensions, weight, mode of transport, shipper/consignee, Incoterms, and pick-up and delivery location. Charges and transit time might differ in case the actual shipment is different from what is specified in the offer/quotation.
- Exchange rates used in DHL Global Forwarding's offer/quotations are only valid at the time of quoting. Charges will be converted to invoice currency based on current exchange rates which may be subject to an uplift. For shipments on "collect" basis, additional surcharges may apply.
- "Force Majeure" means in relation to either Party, any circumstances beyond the reasonable control of that Party, including, without limitation, acts of God, compliance with any acts of any governmental or other authority, including orders or directives of customs, police or other national, state or local authorities restricting travel or commerce, war or national emergency, riots, civil commotion, acts of terrorism, piracy, fire, explosion, flood, criminal acts, any information security-related threats including cyber-attacks, severe weather conditions, epidemic, pandemic, lock-outs, strikes and other industrial disputes (in each case whether or not referring to that Party's or subcontractors' workforce), shortage of labor, materials and services and inability or delay in obtaining supplies. If, by reason of a Force Majeure event, DHL determines its ability to service Customer's business (and fulfill all or any part of DHL's obligations under this Agreement) requires it to incur additional costs, or provide additional services related thereto, then DHL shall promptly communicate such to Customer. Customer and DHL shall then confer and agree on all such costs which have been or will be incurred for Services affected by the Force Majeure event, and additional services to be provided as a consequence, before DHL is obliged to continue with the Services or additional services. DHL shall exercise all commercially reasonable efforts to avoid and/or mitigate such additional costs or services.
- Any contract concluded on the basis of this quotation can be terminated by either party at any time with at least 25 working days prior written notice.
- DHL Global Forwarding's offers/quotations are for informational purposes only, and therefore are not binding.
- DGF ensures that it maintains appropriate security measures in line with International Standard Organization ISO 27001/2013. This is DGF's entire obligation regarding the security of Customer's Information and DGF's IT-systems in connection with Customer's use of DGF's Services. Customer is responsible for maintaining back-up copies of its Information and protecting its own IT-Systems.

### Special Conditions for Air Freight

- All charges and services offered by DHL Global Forwarding are subject to DHL Global Forwarding's Standard Trading Conditions and House Air Waybill Terms (please refer to the link below):  
<https://www.dhl.com/content/dam/dhl/global/dhl-global-forwarding/documents/pdf/glo-dgf-hawb-terms.pdf>
- Our Airfreight Quotes must be accepted by the customer within 7 calendar days of quote submission.
- DHL Global Forwarding's offer is based on acceptance on passenger flights. In case freighter service is required, due to either shipment characteristics, or fulfillment of security regulations from the authorities, additional charges may apply.
- "Freight charges" as well as "Origin & Destination charges" will be charged based on chargeable weight which is the greater of gross or volumetric weight. Volumetric weight is determined using a factor of 1:6, meaning, for instance, a volume of 1 cubic meter has an equivalent volumetric weight of 166.67 kilograms (referred to in the quotation as "density ratio").
- All charges quoted are only applicable and valid for stackable, general cargo (no dangerous goods, no high-value, no temperature controlled, no perishables, no special handling requirements, not consists or contains personal effects nor is being shipped from/to natural persons), not exceeding 2,000 kilogram chargeable weight per shipment, unless explicitly stated otherwise.
- If the sender or its loading facility is not certified as a "known consignor" by local authorities, the dispatch shall be submitted to an X-ray examination before being transported by plane or other local security screening may apply. This may result in additional costs for the freight payer.
- DHL Global Forwarding will apply fuel and security surcharges as effective at date of shipment based on chargeable weight. Surcharges will be applied as per DGF origin standard and adjusted in line with market development.
- Rates are based on known shipper/consignor status as defined by the local authority/regulatory body (United States Transportation Security Administration, Transport Canada, etc.).

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## Rates, Prices, Invoices

- The rates are exclusive of but not limited to, all applicable taxes - especially value-added tax (VAT), duties, outlay fees, fumigation, inspection, storage, demurrage, detention, quarantine, bonded trucking or warehousing, escort, issue of export declaration, handover charges to third parties, handling beyond normal business hours, extra waiting hours, use of special equipment or services (e.g. special transport services, reefer plug-in / monitoring), re-icing or dry ice replenishment fees, courier fees, insurance fees, third party billing, government-related charges, other statutory charges, costs for (un)loading, blocking, bracing and cleaning of the container, sorting, (de)palletizing, assembling, re-packing, separately processed x-ray checks, hand search, sniffing etc.
- All charges and services offered are subject to (vessel) space and equipment availability and unhindered routes of transportation.
- Pickup and/or delivery charges are based upon standard services and equipment, and the quoted charges do not apply for bonded truck service and are only applicable for regular business hours, if not otherwise agreed. Fuel surcharges are subject to change.
- Collection and delivery costs specified in this quotation refer to the specified collection and delivery point only. Should collection and/or delivery points not be specified or be different the standard DHL Global Forwarding tariff for such service applies.
- In case of shipment 'no show', DHL Global Forwarding reserves the right to charge a 'no show fee'.
- Any customs clearance fee for standard import & export declarations covered in the quotation includes up to three (3) HS codes (lines), any additional HS code will be charged as "additional line". For any other customs related services, beyond standard import and export declarations, additional fees apply. If required by the customer, and allowed as per country legislation, the disbursement of Duties & Taxes done by DHL on behalf of the customer will trigger a surcharge. Any third party fees charged to DHL (e.g. Port Handling, Terminal Charges and Storage) will be invoiced at cost.
- Any invoice shall be payable upon receipt, except if agreed otherwise in writing. We shall reserve the right to request payment in advance.

## Situation in the Sudan, Russia, Belarus

The developments in Sudan, Russia and Belarus are impacting all modes of transport in the transport industry, and particularly shippers' cargo and supply chain. Consequently, DHL Global Forwarding have temporarily suspended all shipping and related services to and from these countries until further notice. This includes all modes of transport and customs clearance.

Furthermore, these unforeseen events and the associated restrictions (e.g. closure of air space) may impact cargo capacity, routing and other operational matters. These conditions are outside of our reasonable control and we therefore reserve the right to modify our services in terms of routes, rates and transit times, and to apply surcharges arising as a consequence of the situation in these countries.

Transit through Russia and Belarus is allowed, but subject approval from the DHL export control team.

## Situation in Israel

The situation in Israel continues to impact all modes of transport in the transport industry. This includes all modes of transport, any import/export/transit shipments and customs clearance. Current restrictions (e.g. closure of air space) may impact cargo capacity, routing and other operational matters. These conditions are outside of our reasonable control and we therefore reserve the right to modify our services in terms of routes, rates and transit times, and to apply surcharges.

## Emergency Cost Recovery Surcharge (ECRS)

As a result of the conflict in the Red Sea, that has caused many ships to be diverted or docked in safe waters and increased costs for shipping and logistics activities, an Emergency Cost Recovery Surcharge (ECRS) will apply on all trades affected.

The surcharge has been implemented as of January 1<sup>st</sup>, 2024. As the situation is dynamic, we will be updating the surcharges and publishing updates [on our website](#).

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## Compliance to Export Control – Sanctions – Dangerous Goods

The Shipper shall ensure compliance with all applicable export control and sanctions laws and regulations ('Export Laws') and warrants in particular that:

- (i) Neither Shipper, any holding company, agents, Consignee or any other third party directly contracted by Shipper for the delivery of the shipment are listed on any applicable sanctions lists as a denied or restricted party;
- (ii) The delivery of the Shipment to its final destination, any known end-user and end-use do not constitute a breach of any applicable Export Laws;
- (iii) Shipper will inform DHL should the shipment be subject to any applicable sanction and/or export/re-export restrictions under applicable Export Laws
- (iv) Shipper has obtained all necessary permits, licenses or other government authorizations required for the delivery of the shipment to its final destination and end-use.

Shipper shall provide DHL Global Forwarding with all information, including permits and licenses, required by applicable Export Laws to permit DHL Global Forwarding to further the delivery of the shipment to the final destination country. DHL Global Forwarding strives to be fully compliant at all times with the prevailing rules and regulations for carriage of dangerous/hazardous cargo. In this regard, we work with our customers and carrier partners to ensure all dangerous/hazardous cargo is correctly declared at the time of booking the shipment and prevent any mis-declaration of dangerous/hazardous cargo. In the even that DHL Global Forwarding's customer mis-declare dangerous/hazardous cargo to be non-dangerous/non-hazardous cargo, all penalties, costs, consequences and liabilities of this mis-declaration will be passed on to the customer.

## Compliance to Shipment Information

Customer shall be responsible for compliance with legal requirements concerning the timeliness, completeness and accuracy of shipment information. Customer recognizes that late, incomplete or incorrect information may have serious effects resulting in heavy fines by governmental or regulatory authorities. Customer shall indemnify DHL Global Forwarding for any fines, penalties, losses, costs and damages that DHL Global Forwarding or a third party (such as another DHL Global Forwarding's shipper) may incur due to late, incomplete or inaccurate information provided by customer, who shall additionally be passed on proportionately any governmental or regulatory organization practices, surcharges, procedures or regulations, unknown at the time of proposal and imposed during the rate validity period.

## Code of Conduct

Parties shall act in accordance to applicable laws and regulations and own Codes of Conduct. (Deutsche Post DHL Code of Conduct).

## Confidentiality and Data Protection

Proposal and rates are confidential. Neither party shall disclose or publicize the existence or content of the proposal without prior consent of the other party.

DGF is entitled to process data transmitted by the Customer insofar as this is required for the fulfillment of the contract or to ensure compliance with its own legal obligations. Furthermore, DGF points out that it may be legally obliged to notify personal data or shipment data to courts and authorities. The customer permits DGF to use its email address in order to provide it with information on new offers. The Customer may at any time withdraw such permission free of charge by email to the following address [customerdataprotection@dhl.com](mailto:customerdataprotection@dhl.com).

The Customer ensures that it has complied with its legal obligations in relation to personal data provided to DGF including consignee data as may be required for transport, delivery and logistics services, such as e.g. name, address, email, and phone number. The Customer shall inform consignees about the processing of their personal data for the abovementioned purposes including processing for proof of delivery. In case of unauthorized disclosure of personal data by the Customer to DGF, the Customer indemnifies DGF upon first written demand from all claims asserted by third parties, in particular by recipients, as far as DGF processes the data in accordance with the contract. DGF will maintain data protection in accordance with applicable laws. Further details are available in our Privacy Notice [Privacy Notice | MyDHLi | Global](#).

## Standard Trading Conditions

Unless covered by mandatory legal regulations (e.g., Hague-Visby Rules, Montreal Convention, Warsaw Convention, CMR), all services of DHL Global Forwarding (hereafter referred to as "DGF") are offered and transacted under the (1) The Dutch Forwarding Conditions in the latest version and, where issued, (2) DHL transport document (Airway Bill, Bill of Lading), all of which exclude or limit the liability of DGF in certain circumstances. DGF shall not accept any liabilities other than those declared under the typical international conventions (Montreal, CMR, etc.). If quoted, rates for temperature controlled shipments do not include any additional liability for cargo damage beyond the amounts provided for in (1) or (2). Where a document (2) is issued, the terms and conditions evidenced in such shall be paramount and govern the services in respect of which the document (2) is issued. Where the DHL transport document (2) has not been issued, services shall be governed by the Dutch Forwarding Conditions:

## Other Conditions

The Dutch Forwarding Conditions in the latest version, deposited by "FENEX" of the District Court at Rotterdam, shall apply. We may waive the arbitration clause. The conditions will be sent to you upon request. You can also read or download these conditions at [FENEX Conditions \(NL\)](#) or [FENEX Conditions \(EN\)](#). You expressly agree with the contents and the appliance of the Dutch Forwarding Conditions.

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