

DHL eCommerce

# SERVICE PRICE LIST

BUSINESS

Applicable as of 1 November 2025

[dhlecommerce.pl](https://dhlecommerce.pl)



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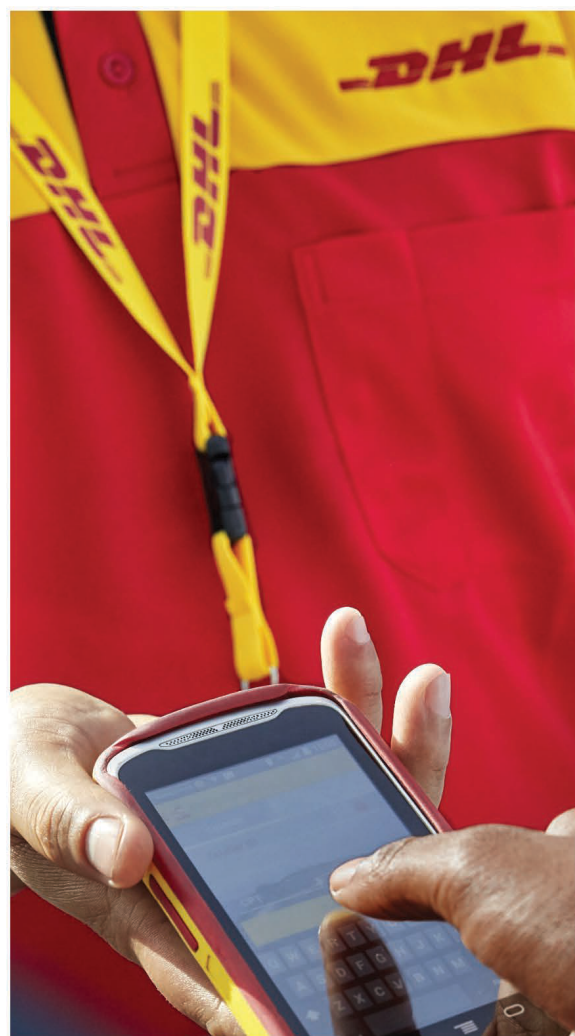
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All "DHL eCommerce" designations refer to DHL eCommerce (Poland) Sp. z o.o. This Price List applies to companies and institutions when it results from a written arrangement contained in a separate contract for the provision of transport services. The current version of the price list is available at **[dhlcommerce.pl](https://dhlcommerce.pl)**.

In the event of a delay in the payment of the amount due by the Requestor, DHL eCommerce will start the debt collection process. DHL eCommerce will inform the Customer about the amount due. In the event of failure to pay the indicated amount, the transfer form of payment will be blocked and at that time the prices specified in the document Service Price List Domestic and International Shipments for Individual Clients valid at the moment of shipment posting will apply. The reinstatement of bank transfer payment and the application of this price list will take place after the payment of the outstanding amount by the Requestor is made. Information on the characteristics of individual products, additional services and surcharges as well as availability and terms of service can be found in the following documents: Characteristics of DHL eCommerce services and surcharges (applies to domestic and international offers) General Terms & Conditions for the Provision of Domestic Shipping and Postal Services of DHL eCommerce (Poland) Sp. z o.o. (applies to the domestic offer), General Terms & Conditions of Transport of DHL eCommerce Europe (applies to the international offer), available at [dhlcommerce.pl](http://dhlcommerce.pl) or in the DHL eCommerce Customer Service Department.



# DOMESTIC SHIPMENTS

## AVAILABLE PRODUCTS

 up to 31.5 kg

| BASIC FEATURES                                                   | DHL Parcel Polska | DHL Parcel Polska | DHL Parcel 9  | DHL Parcel 12 | DHL Parcel Return Polska | DHL Parcel Economy |
|------------------------------------------------------------------|-------------------|-------------------|---------------|---------------|--------------------------|--------------------|
| Maximum number of pieces per shipment                            | 15                | 15                | 15            | 15            | 1                        | 1                  |
| Maximum weight of piece (kg)                                     | 31.5              | 31.5              | 31.5          | 31.5          | 31.5                     | 25.0               |
| Minimum dimensions (cm)                                          | 15 x 11 x 1       | 15 x 11 x 1       | 15 x 11 x 1   | 15 x 11 x 1   | 15 x 11 x 1              | 15 x 11 x 1        |
| Maximum standard dimensions (cm)                                 | 120 x 60 x 60     | 120 x 60 x 60     | 120 x 60 x 60 | 120 x 60 x 60 | 120 x 60 x 60            | 64 x 38 x 41       |
| Maximum length of piece (cm)                                     | 200               | 200               | 200           | 200           | 200                      | 64                 |
| Girth (cm)<br><small>1 x length + 2 x width + 2 x height</small> | 450               | 450               | 450           | 450           | 450                      | 222                |

  over 31.5 kg

| BASIC FEATURES                                                      | DHL Parcel Max Paczka | DHL Parcel Max Półpaleta | DHL Parcel Max Paleta |
|---------------------------------------------------------------------|-----------------------|--------------------------|-----------------------|
| Maximum number of pieces per shipment                               | 5                     | 5                        | 5                     |
| Maximum weight of piece (kg)                                        | 50                    | 200                      | 1,000                 |
| Maximum weight of shipment (kg)                                     | 250                   | 1,000                    | 2,500                 |
| Maximum standard dimensions (cm)                                    | 120 x 60 x 60         | 80 x 60 x 160            | 120 x 80 x 210        |
| Maximum height of piece (cm)                                        | 200                   | 160                      | 210                   |
| Maximum length of piece (cm)                                        | 400                   | 80                       | 200                   |
| Maximum sum of sides (cm)<br><small>length + width + height</small> | 600                   | 300                      | 600                   |

### HOW TO CALCULATE THE COST OF A SHIPMENT

**BASIC CHARGE**

determined on the basis of the higher of real or volumetric weight

The basic charge for a multi-piece shipments is the sum of the basic charges of its individual pieces



**FUEL AND ROAD SURCHARGE**

or the current amount of surcharge go to [dhlecommerce.pl](#)



**CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES**



**VAT**

at the applicable rate

# DOMESTIC SHIPMENTS

## BASIC CHARGES



up to 31.5 kg

| Weight of piece (kg) | DHL Parcel Polska | DHL Parcel Premium | DHL Parcel 9 | DHL Parcel 12 | DHL Parcel Return Polska | DHL Parcel Economy |
|----------------------|-------------------|--------------------|--------------|---------------|--------------------------|--------------------|
| PK*                  | 16.70             | 20.80              | 47.10        | 30.60         | 16.70                    | 13.70              |
| 3                    | 17.30             | 21.20              | 48.10        | 31.30         | 17.30                    | 14.10              |
| 5                    | 17.90             | 21.90              | 49.80        | 32.30         | 17.90                    | 14.60              |
| 10                   | 21.20             | 25.50              | 59.50        | 38.60         | 21.20                    | 17.20              |
| 20                   | 25.00             | 29.40              | 70.10        | 45.60         | 25.00                    | 20.30              |
| 31.5                 | 28.40             | 32.90              | 79.50        | 51.70         | 28.40                    | 22.70              |



over 31.5 kg

| Weight of piece (kg) | DHL Parcel Max Paczka | DHL Parcel Max Półpaleta | DHL Parcel Max Paleta |
|----------------------|-----------------------|--------------------------|-----------------------|
| 40                   | 101                   | 107                      | 138                   |
| 50                   | 105                   | 112                      | 144                   |
| 100                  |                       | 120                      | 158                   |
| 200                  |                       | 140                      | 193                   |
| 400                  |                       |                          | 209                   |
| 600                  |                       |                          | 242                   |
| 800                  |                       |                          | 260                   |
| 1,000                |                       |                          | 281                   |

All prices are in PLN and will be increased by the value-added tax at the applicable rate.

\* PK – documents in a cardboard DHL envelope and shipments with a weight of up to 1 kg.

# DOMESTIC SHIPMENTS

## ADDITIONAL SERVICES AND CHARGES

| ADDITIONAL SERVICES AND CHARGES                                                                        | CHARGE                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Electronic Proof of Delivery (ePOD)                                                                    | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                   |
| Email/SMS notifications                                                                                | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                   |
| Drop-off at DHL ServicePoint / DHL Locker                                                              | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                   |
| Redirect parcel                                                                                        | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                   |
| eInvoice                                                                                               | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Shipment insurance</b><br>Charge depending on the declared value of shipment                        | <b>with pieces with a weight up to 31.5 kg</b> <ul style="list-style-type: none"> <li>• up to PLN 50,000 – PLN 2.80</li> <li>• above PLN 50,000 to PLN 100,000 – 0,2% of the declared value</li> </ul> <b>with pieces with a weight of over 31.5 kg</b> <ul style="list-style-type: none"> <li>• up to PLN 50,000 – PLN 8.50</li> <li>• over PLN 50,000 to PLN 100,000 – 0.2% of the declared value</li> </ul> |
| <b>Cash on delivery (COD)</b><br>Each shipment with the COD service is subject to additional insurance | PLN 6.30                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Credit card payment for COD amount due</b>                                                          | 1.5% of COD value, no less than PLN 2                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Return of confirmed documents (ROD)</b>                                                             | PLN 14                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Delivery to an adult</b>                                                                            | PLN 7                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Saturday delivery</b>                                                                               | 50% of the basic charge, but no less than PLN 18                                                                                                                                                                                                                                                                                                                                                               |
| <b>Return of undeliverable shipment</b>                                                                | 100% of the basic charge                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Pre-Delivery Information (PDI)</b>                                                                  | PLN 2.10                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Proof of Delivery (POD)</b>                                                                         | Charge: PLN 5 (service ordered at the time of sending the shipment)                                                                                                                                                                                                                                                                                                                                            |
| <b>Change of address</b>                                                                               | <ul style="list-style-type: none"> <li>• PLN 10 – within the DHL eCommerce delivery Terminal</li> <li>• 100% of the basic charge – between two DHL eCommerce Terminals</li> </ul>                                                                                                                                                                                                                              |
| <b>Written order</b>                                                                                   | PLN 8 for the order                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Telephone order</b>                                                                                 | PLN 8 for the order                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Third party payer</b>                                                                               | <ul style="list-style-type: none"> <li>• PLN 5.00 – shipments with elements weighing up to 31.5 kg</li> <li>• PLN 10.00 – shipments with elements weighing over 31.5 kg</li> </ul>                                                                                                                                                                                                                             |

All prices are in PLN and will be increased by the value-added tax at the applicable rate.

# DOMESTIC SHIPMENTS

## ADDITIONAL SERVICES AND CHARGES

| ADDITIONAL SERVICES AND CHARGES                             | CHARGE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pallet exchange                                             | PLN 32 per pallet                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Company packaging and consumable supplies                   | Charge for cardboard packaging depends on the dimensions: <ul style="list-style-type: none"> <li>• Cardboard XS – 17.0 x 13.0 x 6.0 (cm) PLN 1.50</li> <li>• Cardboard S – 31.5 x 22.5 x 5.5 (cm) PLN 2.00</li> <li>• Cardboard M – 49.4 x 24.4 x 16.8 (cm) PLN 3.50</li> <li>• Cardboard L – 49.4 x 29.4 x 38.8 (cm) PLN 5.00</li> <li>• Cardboard XL – 49.5 x 47.0 x 42.0 (cm) PLN 9.00</li> <li>• Cardboard envelope PLN 1.80</li> <li>• Plastic pouches PLN 0.90</li> <li>• Envelope PLN 0.60</li> <li>• Self-adhesive sleeve PLN 0.15</li> <li>• Self-adhesive label PLN 0.08*</li> </ul> |
| Charge for non-standard piece with a weight up to 31.5 kg   | PLN 34                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Charge for non-standard piece with a weight over to 31.5 kg | PLN 132                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Surcharge for volumetric weight                             | <ul style="list-style-type: none"> <li>• PLN 2.20 for a piece with a volumetric weight over 31.5 kg to 50 kg</li> <li>• PLN 16.00 for a piece with a volumetric weight over 50 kg to 110 kg</li> <li>• PLN 63.00 for a piece with a volumetric weight over 110 kg</li> </ul>                                                                                                                                                                                                                                                                                                                   |
| Surcharge for long piece                                    | PLN 27                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Surcharge for weight category adjustment                    | <ul style="list-style-type: none"> <li>• PLN 2 for an item requiring correction by one weight category</li> <li>• PLN 6 for an item requiring correction by more than one weight category</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                           |
| Empty run                                                   | PLN 11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Repeated call for payment                                   | PLN 40                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Change of payer                                             | PLN 20 per invoice                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Charge for printing shipping label                          | PLN 2.70                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Charge for extended version of a paper invoice              | PLN 22 per invoice                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Invoice report                                              | <ul style="list-style-type: none"> <li>• PLN 8 – standard attachment</li> <li>• PLN 25 – attachment resent after a customer's request</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Reinstatement of bank transfer payment                      | PLN 80                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Charge for inefficient pick-up                              | PLN 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Fuel and road surcharge                                     | The amount and method of calculating the surcharge, go to <a href="https://www.dhlecommerce.pl">dhlecommerce.pl</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Special charge                                              | <ul style="list-style-type: none"> <li>• PLN 1.10 – for shipments with items weighing up to 31.5 kg</li> <li>• PLN 16.00 – for shipments with items weighing over 31.5 kg</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                           |
| Seasonal charge                                             | <b>The maximum seasonal charge shall not exceed:</b> <ul style="list-style-type: none"> <li>• PLN 0.85 – for shipments with items weighing up to 31.5 kg</li> <li>• PLN 16.00 – for shipments with items weighing over 31.5 kg</li> </ul>                                                                                                                                                                                                                                                                                                                                                      |
| Contractual penalty for the shipment of dangerous goods     | PLN 1,200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

All prices are in PLN and will be increased by the value-added tax at the applicable rate.

\* Labels available in rolls of 250 pcs and 1000 pcs. Price depends on the number of labels on the roll (pcs price x number of pcs on the roll).

# INTERNATIONAL ROAD SHIPMENTS

## AVAILABLE PRODUCTS



up to 31.5 kg

| BASIC FEATURES                                       | DHL Parcel Connect | DHL Parcel International | DHL Parcel Connect Plus | DHL Parcel Return Connect |
|------------------------------------------------------|--------------------|--------------------------|-------------------------|---------------------------|
| Maximum number of pieces per shipment                | 1                  | 1                        | 15                      | 1                         |
| Maximum weight of piece (kg)                         | 31.5               | 30.0                     | 31.5                    | 31.5                      |
| Minimum dimensions (cm)                              | 15 x 11 x 1        | 15 x 11 x 1              | 15 x 11 x 1             | 15 x 11 x 1               |
| Maximum standard dimensions (cm)                     | 120 x 60 x 60      | 100 x 50 x 50            | 120 x 60 x 60           | 120 x 60 x 60             |
| Maximum length of piece (cm)                         | 200                | 150                      | 200                     | 200                       |
| Girth (cm)<br>1 x length + 2 x width<br>+ 2 x height | 360                | 300                      | 360                     | 360                       |



over 31.5 kg

| BASIC FEATURES                        | DHL Parcel Connect Pallet<br>Półpaleta | DHL Parcel Connect Pallet<br>Paleta |
|---------------------------------------|----------------------------------------|-------------------------------------|
| Maximum number of pieces per shipment | 5                                      | 5                                   |
| Maximum weight of piece (kg)          | 200                                    | 1,000*                              |
| Maximum weight of shipment (kg)       | 1,000                                  | 2,500                               |
| Maximum standard dimensions (cm)      | 80 x 60 x 160                          | 120 x 80 x 200                      |
| Maximum dimensions (cm)               | 80 x 60 x 160                          | 120 x 100 x 200                     |

\* The maximum weight of shipments to Germany, the Czech Republic and Sweden is 800 kg



## HOW TO CALCULATE THE COST OF A SHIPMENT

### BASIC CHARGE



### FUEL AND ROAD SURCHARGE



### CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES



### VAT

at the applicable rate

determined on the basis of the higher of real or volumetric weight

or the current amount of surcharge go to [dhlcommerce.pl](https://www.dhl.com/pl/en/e-commerce)

The basic charge for a multi-piece shipments is the sum of the basic charges of its individual pieces

# PRZESYŁKI MIĘDZYNARODOWE DROGOWE

## BASIC CHARGES

 up to 31.5 kg

| Weight of piece (kg) | DHL Parcel Connect |     |     |     | DHL Parcel International | DHL Parcel Connect Plus |     |     | DHL Parcel Return Connect |     |     |
|----------------------|--------------------|-----|-----|-----|--------------------------|-------------------------|-----|-----|---------------------------|-----|-----|
|                      | Zone               |     |     |     |                          | Zone                    |     |     | Zone                      |     |     |
|                      | A                  | B   | C   | D   |                          | A                       | B   | C   | A                         | B   | C   |
| 1                    | 45                 | 55  | 72  | 76  |                          | 55                      | 70  | 114 | 45                        | 55  | 72  |
| 3                    | 71                 | 81  | 99  | 128 |                          | 81                      | 96  | 142 | 71                        | 81  | 99  |
| 5                    | 76                 | 87  | 106 | 137 |                          | 87                      | 103 | 152 | 76                        | 87  | 106 |
| 10                   | 105                | 116 | 134 | 218 |                          | 116                     | 131 | 180 | 105                       | 116 | 134 |
| 20                   | 142                | 152 | 172 | 406 |                          | 152                     | 169 | 222 | 142                       | 152 | 172 |
| 31.5                 | 183                | 193 | 214 | 635 |                          | 193                     | 212 | 266 | 183                       | 193 | 214 |

 over 31.5 kg

| Weight of piece (kg) | DHL Parcel Connect Pallet Półpaleta |     |       | DHL Parcel Connect Pallet Paleta |       |       |
|----------------------|-------------------------------------|-----|-------|----------------------------------|-------|-------|
|                      | Zone                                |     |       | Zone                             |       |       |
|                      | A                                   | B   | C     | A                                | B     | C     |
| 50                   | 489                                 | 629 | 859   | 649                              | 839   | 1,149 |
| 100                  | 669                                 | 819 | 1,049 | 899                              | 1,089 | 1,399 |
| 200                  | 859                                 | 999 | 1,229 | 1,139                            | 1,329 | 1,639 |
| 400                  |                                     |     |       | 1,389                            | 1,579 | 1,889 |
| 600                  |                                     |     |       | 1,629                            | 1,819 | 2,129 |
| 800                  |                                     |     |       | 1,879                            | 2,069 | 2,379 |
| 1,000                |                                     |     |       | 2,119                            | 2,319 | 2,629 |

# INTERNATIONAL ROAD SHIPMENTS

## ZONES AND ESTIMATED TIME OF DELIVERY

| COUNTRY         | ZONE | DHL Parcel Connect | DHL Parcel Return Connect | DHL Parcel Connect Plus | DHL Parcel Connect Pallet | DHL Parcel International |
|-----------------|------|--------------------|---------------------------|-------------------------|---------------------------|--------------------------|
| Austria         | B    | 2                  | 2-3                       | 2                       | 2                         |                          |
| Belgium         | B    | 2-3                | 4-5                       | 2-3                     | 2-3                       |                          |
| Bulgaria        | C    | 5                  | 5                         | 5                       | 5                         |                          |
| Croatia         | C    | 4-5                | 4-5                       | 3-4                     | 3-4                       |                          |
| Cyprus          | C    | 10                 | 11-12                     |                         |                           |                          |
| Czech Republic  | A    | 2                  | 2                         | 2                       | 2                         |                          |
| Denmark         | C    | 3-4                | 3-4                       | 3-4                     | 3-4                       |                          |
| Estonia         | A    | 3-4                | 3-4                       | 3-4                     | 3-4                       |                          |
| Finland         | B    | 4-5                | 4-5                       | 4-5                     | 4-5                       |                          |
| France          | C    | 4                  | 4-5                       | 4                       | 4                         |                          |
| Germany         | A    | 2                  | 2-3                       | 2                       | 2                         |                          |
| Greece          | C    | 7                  | 8-9                       | 7                       | 7                         |                          |
| Hungary         | B    | 2-3                | 2-3                       | 2-3                     | 2-3                       |                          |
| Ireland         | C    | 4                  | 4                         | 4                       | 4                         |                          |
| Italy           | B    | 3-4                | 3-4                       | 3-4                     | 3-4                       |                          |
| Latvia          | A    | 2-3                | 2-3                       | 2-3                     | 2-3                       |                          |
| Lithuania       | A    | 2-3                | 2-3                       | 2-3                     | 2-3                       |                          |
| Luxembourg      | B    | 3-4                | 3-4                       | 3-4                     | 3-4                       |                          |
| Netherlands     | B    | 2                  | 2                         | 2                       | 2                         |                          |
| Portugal        | C    | 4-5                | 4-5                       | 4-5                     | 4-5                       |                          |
| Romania         | B    | 4-5                | 4-5                       | 3-4                     | 3-4                       |                          |
| Slovakia        | A    | 2                  | 2-3                       | 3                       | 3                         |                          |
| Slovenia        | C    | 4-5                | 4-5                       | 3                       | 3                         |                          |
| Spain           | B    | 3-4                | 3-4                       | 3-4                     | 3-4                       |                          |
| Sweden          | C    | 3-4                | 3-4                       | 3-4                     | 3-4                       |                          |
| United Kingdom* | C    | 3                  |                           |                         |                           |                          |
| Malta           | D    |                    |                           |                         |                           | 5-7                      |
| Monaco          | D    |                    |                           |                         |                           | 4-5                      |

\* Customs clearance is obligatory, with the exclusion of Northern Ireland.

Delivery times are provided in business days on the basis of average transit times in the DHL eCommerce network; however, they are not guaranteed, nor do they in any way constitute part of an agreement, i.e. DHL eCommerce is not obliged to keep to a specified delivery time. The expected time of transit is counted from the day following the dispatch of the shipment. For DHL PARCEL RETURN CONNECT delivery times may be extended as a result of the process in the country of shipment, e.g. collection from DHL ServicePoint/DHL Locker and/or consolidation of return shipments. Customs clearance time is not included in transit time.

# INTERNATIONAL ROAD SHIPMENTS

## ADDITIONAL SERVICES AND CHARGES

| ADDITIONAL SERVICES AND CHARGES                         | CHARGE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Email/SMS notifications                                 | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Information about shipment status                       | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Drop-off at DHL ServicePoint / DHL Locker               | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Pick-up at DHL ServicePoint / DHL Locker                | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Proof of Delivery                                       | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| eInvoice                                                | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Utilisation of undeliverable shipment                   | Included in the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Company packaging and consumable supplies               | Charge for cardboard packaging depends on the dimensions: <ul style="list-style-type: none"><li>• Cardboard XS – 17.0 x 13.0 x 6.0 (cm) PLN 1.50</li><li>• Cardboard S – 31.5 x 22.5 x 5.5 (cm) PLN 2.00</li><li>• Cardboard M – 49.4 x 24.4 x 16.8 (cm) PLN 3.50</li><li>• Cardboard L – 49.4 x 29.4 x 38.8 (cm) PLN 5.00</li><li>• Cardboard XL – 49.5 x 47.0 x 42.0 (cm) PLN 9.00</li><li>• Cardboard envelope PLN 1.80</li><li>• Plastic pouches PLN 0.90</li><li>• Envelope PLN 0.60</li><li>• Self-adhesive sleeve PLN 0.15</li><li>• Self-adhesive label PLN 0.08*</li></ul> |
| Return of undeliverable shipment                        | 100% of the basic charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Shipment insurance                                      | Charge depending on the declared value of shipment: <ul style="list-style-type: none"><li>• up to PLN 10,000 – PLN 10.50</li><li>• between PLN 10,000 and PLN 100,000 – 0.5% of declared value</li></ul>                                                                                                                                                                                                                                                                                                                                                                            |
| Cash on delivery (COD)                                  | PLN 30                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Charge for non-standard piece                           | <ul style="list-style-type: none"><li>• PLN 127 – for all countries, except France</li><li>• PLN 275 – for France</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Surcharge for volumetric weight                         | <ul style="list-style-type: none"><li>• PLN 2.20 for a piece with a volumetric weight over 31.5 kg to 50 kg</li><li>• PLN 16.00 for a piece with a volumetric weight over 50 kg to 110 kg</li><li>• PLN 63.00 for a piece with a volumetric weight over 110 kg</li></ul>                                                                                                                                                                                                                                                                                                            |
| Surcharge for weight category adjustment                | <ul style="list-style-type: none"><li>• PLN 6 for an item requiring correction by one weight category</li><li>• PLN 18 for an item requiring correction by more than one weight category</li></ul>                                                                                                                                                                                                                                                                                                                                                                                  |
| Reinstatement of bank transfer payment                  | PLN 80                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Repeated call for payment                               | PLN 40                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Empty run                                               | PLN 11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Charge for extended version of a paper invoice          | PLN 22 per invoice                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Invoice attachment                                      | <ul style="list-style-type: none"><li>• PLN 8 – standard attachment</li><li>• PLN 25 – attachment resent after a customer’s request</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Charge for printing shipping label                      | PLN 2.70 per label                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Postal customs clearance                                | PLN 27 per shipment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Surcharge for multiple customs tariff codes             | PLN 13 for each customs tariff code over 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Commercial customs clearance                            | PLN 45 per shipment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Charge for inefficient pick-up                          | PLN 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Fuel and road surcharge                                 | The amount and method of calculating the surcharge, go to <b>dhlecommerce.pl</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Special charge                                          | <ul style="list-style-type: none"><li>• PLN 1.10 – for shipments with items weighing up to 31.5 kg</li><li>• PLN 16.00 – for shipments with items weighing over 31.5 kg</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                   |
| Seasonal charge                                         | The maximum seasonal charge shall not exceed: <ul style="list-style-type: none"><li>• PLN 1.20 – for shipments with items weighing up to 31.5 kg</li><li>• PLN 16.00 – for shipments with items weighing over 31.5 kg</li></ul>                                                                                                                                                                                                                                                                                                                                                     |
| Contractual penalty for the shipment of dangerous goods | PLN 1,200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

All prices are in PLN and will be increased by the value-added tax at the applicable rate.  
\* Labels available in rolls of 250 pcs and 1000 pcs. Price depends on the number of labels on the roll (pcs price x number of pcs on the roll).