



DHL ECOMMERCE PRICE LIST

# SPECIAL PRICE LIST

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

Applicable as of 1 July 2025





24/7  
BOX

6 000  
LOCKERS  
DHL BOX



**22 000 DHL SERVICEPOINTS AND DHL LOCKERS  
TOGETHER, THEY MAKE UP AN ENORMOUS NETWORK  
OF E-COMMERCE FRIENDLY SHIPPING AND COLLECTION POINTS!**

Add it to your shop



zabka

inmedio



Kaufland

stokrotka

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## DOMESTIC SHIPMENTS

### Domestic shipments weighing up to 31.5 kg



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#### DHL PARCEL POLSKA

Domestic shipments with the “from door to door” delivery on the following business day

#### DHL PARCEL PREMIUM

Domestic shipments with the “from door to door” delivery on the following business day, with a guarantee of return of costs if delivery is not on time<sup>1</sup>

#### DHL PARCEL 9

Delivery is made “from door to door” by 9 am the following business day, in selected towns and cities of Poland, with a guarantee of return of costs if delivery is not on time<sup>1</sup>

#### DHL PARCEL 12

Delivery is made “from door to door” by 12 noon the following business day, in selected towns and cities of Poland, with a guarantee of return of costs if delivery is not on time<sup>1</sup>

#### DHL PARCEL RETURN POLSKA

A perfect service for sellers whose customers wish to return products.  
Delivery on the following business day



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Shipments over 31.5 kg, including pallets, delivery the following business day to most towns and cities in Poland in the “kerbside drop-off” system

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#### DHL PARCEL INTERNATIONAL

Road shipments to selected EU countries, with a delivery time of 4-7 days<sup>3</sup>

#### DHL PARCEL RETURN CONNECT

Road shipments from selected EU countries to Poland, with a delivery time of 2-5 days<sup>3</sup>



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All “DHL eCommerce” marking refers to DHL eCommerce (Poland) Sp. z o.o.

This Price List applies to companies and institutions, following written arrangements contained in a separate agreement concerning the provision of shipping services. To view the updated price list, go to [dhlcommerce.pl](https://dhlcommerce.pl).

In case of Customer delays his payments, DHL eCommerce (Poland) Sp. z o.o. initiates debt collection process, which can be stopped only when all overdue amount is paid. Until debt collection process is finalized, Customer can ship his parcels based on prices published in „CENNIK PRZESYŁEK KRAJOWYCH I MIĘDZYNARODOWYCH DLA KLIENTÓW INDYWIDUALNYCH”, valid for the day of shipping goods.

<sup>1</sup> In accordance with the GT&C for the provision of domestic shipping and postal services of DHL eCommerce (Poland) Sp. z o.o.

<sup>2</sup> Detailed information on weight limits is available on pages 15-20.






<sup>3</sup> Depending on the country of delivery or shipment. More information on pages 15-18.





## DOMESTIC SHIPMENTS WITH WEIGHT UP TO 31.5 KG – BASIC CHARGES

Not palletized

Package weight	 <b>DHL Parcel Polska</b>	 <b>DHL Parcel Premium</b>	 <b>DHL Parcel 12.00<sup>2</sup></b>	 <b>DHL Parcel 9.00<sup>2</sup></b>	 <b>DHL Parcel Return Polska</b>
PK <sup>1</sup>	42.50	53.20	66.30	104.40	42.50
5 kg	52.80	63.60	74.00	124.20	52.80
10 kg	63.10	74.50	84.90	148.40	63.10
20 kg	74.60	86.40	98.90	184.50	74.60
31.5 kg	91.70	103.70	115.30	220.80	91.70

<sup>1</sup> PK – documents in a cardboard DHL envelope and shipments with a weight of up to 1 kg.

<sup>2</sup> Service available for selected postcodes. More information about the availability of time-definite services in online tools provided by DHL eCommerce and in the DHL eCommerce Customer Service Department.

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

## HOW TO CALCULATE THE COST OF A SHIPMENT

### BASIC CHARGE

determined on the basis of the higher of real or volumetric weight (more information on page 6)



### FUEL AND ROAD SURCHARGE

for the current amount of surcharge go to [dhlecommerce.pl](https://dhlecommerce.pl)



### CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES

more information on pages 10-14



### VAT

at the applicable rate

## DOMESTIC SHIPMENTS

with weight up to 31.5 kg



### ADDITIONAL SERVICES AVAILABLE TO

DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12, DHL PARCEL RETURN POLSKA



#### Shipment insurance

Charge depending on the declared value of shipment:

- up to PLN 50 000 – PLN 4
- between PLN 50 000 and PLN 100 000 – 0.2% of declared value



#### eInvoice

Included in the basic charge



#### Electronic Proof of Delivery (ePOD)

Included in the basic charge



#### Shipment at DHL ServicePoint / DHL Locker

Included in the basic price

### ADDITIONAL SERVICES AVAILABLE TO

DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12



#### Cash on delivery collection (COD)

Charge: PLN 7.70 + 1% of the collection value  
Each shipment with the COD service is subject to additional insurance.



#### Return of undeliverable shipment

Charge: 100% of the basic charge



#### Electronic return of confirmed documents (eROD)

Charge: PLN 9



#### Company packaging and consumable supplies

Charge for cardboard packaging (depends on the dimensions), plastic pouches, envelopes, sleeves and labels.

Cardboard XS – 17.0 x 13.0 x 6.0 (cm)	PLN 1.50
Cardboard S – 31.5 x 22.5 x 5.5 (cm)	PLN 2.00
Cardboard M – 49.4 x 24.4 x 16.8 (cm)	PLN 3.50
Cardboard L – 49.4 x 29.4 x 38.8 (cm)	PLN 5.00
Cardboard XL – 49.5 x 47.0 x 42.0 (cm)	PLN 9.00
Cardboard envelope	PLN 1.80
Plastic pouches	PLN 0.90
Envelope	PLN 0.60
Self-adhesive sleeve	PLN 0.15
Self-adhesive label	PLN 0.08 <sup>1</sup>

The cost of shipping consumables shall be borne by the purchaser, in accordance with DHL eCommerce Price List Special Price List.



#### Email/SMS notifications

Included in the basic charge



#### Pre-Delivery Information (PDI)

Charge: PLN 5.30



#### Redirect parcel

Included in the basic charge



#### Proof of Delivery (POD)

Charge: PLN 5 (service ordered at the time of sending the shipment).



#### Change of address

Charge: PLN 10 – within the DHL eCommerce deliverer's Terminal  
Charge: 100% of the basic charge – between two DHL eCommerce Terminals



#### Written order

Charge: PLN 8 for the order



#### Collection at DHL ServicePoint and DHL Locker

Included in the basic charge



#### Telephone Order

Charge: PLN 8 for the order



#### Saturday delivery

Charge: 50% of the basic charge, but no less than PLN 18



#### Third party payer

Charge: PLN 5



#### Delivery between 6 p.m. and 10 p.m.

Charge: PLN 12

<sup>1</sup> Labels available in rolls of 250 pcs and 1,000 pcs.  
Price depends on the number of labels on the roll (pc price x number of pcs on the roll).

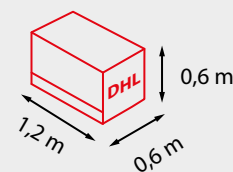


## DESCRIPTION OF THE

DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9  
AND DHL PARCEL 12 SERVICES

### Weight and dimensions of each item in a shipment (including packaging):

- Multi-item shipments.
- Maximum weight of item: 31.5 kg.
- Maximum number of items in a shipment: 15.
- Dimensions of a standard item: 1.2 x 0.6 x 0.6 m. If the longest dimension of an item is longer than 1.2 m or any of the other dimensions exceeds 0.6 m, an additional charge for the non-standard item is applied.
- Minimum dimensions of item 0.15 x 0.11 x 0.01 (m).
- Maximum length of item: 2 m.
- Total sum of dimensions (length + width + height) does not exceed 3 m.



Up to 31.5 kg



### Pick-up and delivery:

- Door-to-door.
- A request for a DHL eCommerce courier to collect a shipment can be placed via online tools provided by DHL eCommerce or by phone with the DHL eCommerce Customer Service Department. Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Sales Representative.
- Shipments are typically collected from Monday to Friday and delivered on the next business day: by the end of the day (DHL PARCEL POLSKA, DHL PARCEL PREMIUM), by 9 a.m. (DHL PARCEL 9) or by noon (DHL PARCEL 12).

### Method of calculating charges:

- The charges are calculated in accordance with the tables on page 4.
- For each item in a shipment the volumetric weight is calculated according to the following conversion rate:  $[\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}] / 4,000$  or  $1 \text{ m}^3$  of shipment = 250 kg.
- The rule is to select the greater of the actual or volumetric weight of the item
- For element which volumetric weight exceeds 31.5 kg extra charges will be applied: basic charge for parcels above 31.5 kg and extra charge for volumetric weight.

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

To learn more about the services, go to [dhlcommerce.pl](https://dhlcommerce.pl) or contact the DHL eCommerce Customer Service Department.





## DESCRIPTION OF THE

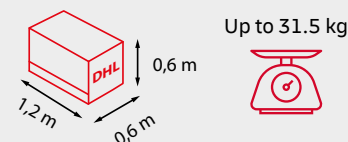
### DHL PARCEL RETURN POLSKA

#### Weight and dimensions of the shipment (including packaging):

- Single-item shipments.
- Maximum weight up to 31.5 kg.
- Maximum dimensions of a standard shipment: 1.2 x 0.6 x 0.6 m. If the longest dimension of an item is longer than 1.2 m or any of the other dimensions exceeds 0.6 m, an additional charge for the non-standard item is applied.
- Minimum dimensions of item 0.15 x 0.11 x 0.01 (m).
- Maximum length of item: 2 m.
- Total sum of dimensions (length + width + height) does not exceed 3 m.

#### Sending a shipment:

- The Requestor decides how the return label is to be provided, choosing from the following:
  - create and print the label and ship it inside the packaging, with the item being shipped
  - create the label and email it as a PDF attachment
  - forward the link to the online form that allows the Requestor's customer to create a return label.
- To prepare and print a return label, you use the online tools used for creating a shipping label.
- The Requestor chooses to make the return method available. He can choose between scheduling a pick-up or shipping at a DHL ServicePoint or DHL Locker.
- The maximum dimensions and weight of a parcel from a DHL ServicePoint or DHL Locker: 25 kg, 0.64 x 0.38 x 0.41 (m).
- Non-standard shipments may only be shipped by scheduling a pick-up.
- For DHL PARCEL RETURN POLSKA shipments, printless shipping at DHL ServicePoint or DHL Locker is available. Non-standard shipments require



booking a Courier. The Requestor may book a Courier to deliver the label to their Customer (additional charges apply). The order is executed on the next working day at the earliest.

- Requestor's customer receives the return handling manual. It contains a hyperlink to [www.dhl24.com.pl/zwroty](http://www.dhl24.com.pl/zwroty). The site provides all the information for processing the shipment and data about availability of DHL eCommerce points.

#### Shipment delivery:

- Delivery address is defined by Requestor.
- Shipments are delivered via courier on business days.

#### Method of calculating charges:

- Returns are always made at the Requestor's expense.
- Charges are calculated in accordance with the table on page 4.
- For each shipment the volumetric weight is calculated according to the following conversion factor: [length (cm) x width (cm) x height (cm)] / 4,000 or 1 m<sup>3</sup> of shipment = 250 kg.
- The rule is to select the greater of actual or volumetric weight of a shipment.
- For element which volumetric weight exceeds 31.5 kg extra charges will be applied: basic charge for parcels above 31.5 kg and extra charge for volumetric weight.

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

To learn more about the services, go to [dhlecommerce.pl](http://dhlecommerce.pl) or contact the DHL eCommerce Customer Service Department.



## DHL PARCEL MAX – BASIC CHARGES

Domestic shipments with weight over 31.5 kg and / or palletized

Weight of the shipment <sup>1</sup>	Distance					
	50 km Zone I	150 km Zone II	300 km Zone II	450 km Zone IV	600 km Zone V	900 km Zone VI
40 kg	100	130	146	158	175	183
60 kg	111	146	175	183	203	217
80 kg	133	162	208	225	241	258
100 kg	148	178	238	253	275	292
150 kg	162	208	299	331	364	398
200 kg	179	235	358	409	457	507
250 kg	192	266	422	487	549	613
300 kg	208	295	482	564	638	723
350 kg	222	324	540	633	732	832
400 kg	235	352	597	711	824	938
450 kg	253	388	671	800	938	1 077
500 kg	275	426	732	880	1 036	1 184
600 kg	302	468	823	1 000	1 143	1 328
700 kg	335	518	920	1 143	1 267	1 483
800 kg	382	568	1 016	1 268	1 379	1 627
900 kg	397	613	1 116	1 410	1 517	1 785
1 000 kg	451	666	1 222	1 547	1 640	1 952
1 250 kg	500	744	1 365	1 709	1 838	2 181
1 500 kg	577	824	1 503	1 868	2 030	2 405
1 750 kg	625	906	1 644	2 028	2 228	2 633
2 000 kg	715	982	1 781	2 187	2 421	2 860
2 250 kg	744	1 055	1 923	2 349	2 616	3 086
2 500 kg	792	1 135	2 066	2 503	2 809	3 317

<sup>1</sup> Total weight of items in a shipment for a single consignee.

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

To learn more about the services, go to [dhlcommerce.pl](https://dhlcommerce.pl) or contact the DHL eCommerce Customer Service Department.

## HOW TO CALCULATE THE COST OF A SHIPMENT

### BASIC CHARGE

determined on the basis of the higher of real or volumetric weight (more information on page 9)



### FUEL AND ROAD SURCHARGE

for the current amount of surcharge go to [dhlcommerce.pl](https://dhlcommerce.pl)



### CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES

more information on pages 10-14



### VAT

at the applicable rate



# DOMESTIC SHIPMENTS AND PALLETS

with weight over 31.5 kg



## ADDITIONAL SERVICES AVAILABLE

DHL PARCEL MAX



### Shipment insurance

Charge depending on the declared value of shipment:

- up to PLN 50,000 – PLN 11.70
- between PLN 50,000 and PLN 100,000 – 0.2% of declared value



### Cash on delivery collection (COD)

Charge: PLN 7.70 + 1% of the collection value

Each shipment with the COD service is subject to additional insurance.



### Electronic return of confirmed documents (eROD)

Charge: PLN 9



### Email/SMS notifications

Included in the basic charge



### Pre-Delivery Information (PDI)

Charge: PLN 5.30



### Change of address

Charge: PLN 10 – within the DHL eCommerce deliverer's Terminal

Charge: 100% of the basic charge – between two DHL eCommerce Terminals



### Saturday delivery

Charge: 50% of the basic charge, but no less than PLN 18



### Proof of Delivery (POD)

Charge: PLN 5 (service ordered at the time of sending the shipment).



### Electronic Proof of Delivery (ePOD)

Included in the basic charge



### Written order

Charge: PLN 8 for the order



### Telephone order

Charge: PLN 8 for the order



### Report on undelivered shipments

Included in the basic service



### Pallet sales

Charge: PLN 32 per pallet



### eInvoice

Included in the basic charge



### Third party payer

Charge: PLN 10

Detailed description of the services on pages 10-12

## DESCRIPTION OF THE

DHL PARCEL MAX

### Weight and dimensions of each item in a shipment (including packaging):

- The maximum weight of an item not placed on pallet is 50 kg. The maximum actual or volumetric weight of an item placed on a pallet is 1,000 kg (together with the pallet).
- Maximum weight of a shipment (actual or volumetric) 2,500 kg.
- Dimensions of a standard shipment:
  - placed on a pallet (including the pallet): 1.2 x 0.8 x 2.1 m,
  - not placed on a pallet (including packaging): 1.2 x 0.6 x 0.6 m.If any of the dimensions exceeds the aforementioned dimensions, an additional non-standard item charge is applied.
- Minimum dimensions of a single item:
  - for shipments up to 50 kg, without a pallet: 0.15 x 0.11 (m)
  - for shipments on a pallet: 0.6 x 0.8 (m)
- Maximum dimensions of a single item:
  - length 4 m or
  - height up to 2.1 m (including the pallet), whereby the height of item cannot be greater than the sum of the width and length of the pallet on which it is transported, or
  - total sum of all dimensions does not exceed 6 m.
- Total sum of all dimensions (length + width + height) exceeds 3 m, even if the item's weight does not exceed 31.5 kg.
- Maximum number of items in a shipment: 5 items.
- Goods consolidated on a pallet are treated as a single item.
- An item with a length of 2-4 m constitutes a separate shipment, requires a separate consignment note, and its actual weight must not exceed 50 kg. The charge for transporting such a shipment is always calculated on the basis of longitudinal weight.
- Palletized shipments being sent to a single consignee and weighing over 2,500 kg, or shipments consisting of more than 5 pallets, can be processed on separate terms upon consultation with the DHL eCommerce Customer

Service Department. If shipments containing more than 5 pallets are to be sent to a single consignee without prior consultation with the DHL eCommerce Customer Service Department, the time frame for delivering each subsequent shipment beyond the first shipment will be extended: (a) if delivery is to be made on the next business day – by one business day or more, depending on the number of shipments sent; (b) if delivery is to be made within two business days – by two business days or a multiple thereof, depending on the number of shipments sent. DHL eCommerce will determine the order of deliveries.

### Pick-up and delivery:

- In areas accessible by delivery trucks the service is performed on ramp to ramp.
- Pick-up and delivery involves placement of the shipment and its removal from the open load-carrying body<sup>1</sup>. Additional loading and unloading activities are the customer's responsibility.
- Shipments are typically collected from Monday to Friday and delivered on the next business day or within 2 business days<sup>2</sup>.
- A request for a DHL eCommerce courier to collect a shipment can be placed via online tools provided by DHL eCommerce or by phone with the DHL eCommerce Customer Service Department. Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Sales Representative.
- The minimum pallet height is 15 cm.

### Method of calculating charges:

- The charges for DHL PARCEL MAX are calculated in accordance with the table on page 8.
- Calculated for each item is:
  - The volumetric weight according to the following conversion rate:  
 $[\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}] / 4,000$   
or 1 m<sup>3</sup> of the shipment = 250 kg.
  - The longitudinal weight according to the following conversion rate:  
1 linear metre = 100 kg.
- The rule is to select the greater weight (actual, volumetric or longitudinal).
- The price of a multi-item shipment is calculated after adding up the greater weights of each item.

<sup>1</sup> This does not apply to pick-ups and deliveries carried out using the following vehicles: truck-tractor with an articulated trailer, car with an articulated trailer with a loading capacity of 24 t, car without a trailer with a loading capacity of 5 t or higher.

<sup>2</sup> For more information about the time of delivery offered, please contact the DHL eCommerce Customer Service Department.

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

To learn more about the services, go to [dhlcommerce.pl](https://dhlcommerce.pl) or contact the DHL eCommerce Customer Service Department.

# ADDITIONAL SERVICES – DOMESTIC SHIPMENTS



## SHIPMENT INSURANCE



Additional coverage against loss or damage of shipments is available. It covers shipments with a value of up to PLN 100,000. **The fee depends on the type of shipment and the value declared.**

DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12:

- up to PLN 50,000 – PLN 4.00
- between PLN 50,000 and PLN 100,000 – 0.2% of declared value

DHL PARCEL MAX:

- up to PLN 50,000 – PLN 11.70
- between PLN 50,000 and PLN 100,000 – 0.2% of declared value

For combined shipments, an insurance charge for DHL PARCEL MAX applies. Extension of the range of service for shipments with a value of more than PLN 100,000 requires separate arrangements made in a written framework agreement between DHL eCommerce and the customer. The charge is calculated individually for each shipment, on the basis of a request made at the DHL eCommerce Customer Service Department.

## CASH ON DELIVERY (COD)



The amount collected for the goods is paid for by bank transfer in accordance with the instruction of the Requestor of the service. The collection amount shall be returned within five business days counting from the business day following the day on which the shipment is delivered (the effective date being the date of transferring the money from the DHL eCommerce bank account). Each shipment with the COD service is additionally subject to insurance. Recipient can pay the collection amount in cash or by a credit card. The maximum collection amount for a shipment is PLN 11,000. If, when sending one or more shipments, the total collection amounts from a single Sender to a single Recipient exceed PLN 6,500 on a single occasion, the Recipient shall be obliged to pay the collection amount by the credit card. If the collection amount is paid for by the credit card, there will be an extra charge for PAYMENT BY THE CREDIT CARD FOR COD AMOUNT DUE. The collection amount of a shipment sent for pick-up at a ServicePoint or a DHL Locker must not exceed PLN 6,500.

**Charge: PLN 7.70 + 1% of the collection value.**

## ELECTRONIC RETURN OF CONFIRMED DOCUMENTS (eROD)



Obtaining of proof of delivery on documents attached to the outside of a shipment (maximum 3 pages), capturing the signed documents in electronic form ("e-Documents") and sending of the e-Documents to the e-mail address indicated by the Sender. The terms and conditions for the eROD services are available at [dhlecommerce.pl](http://dhlecommerce.pl)

**Charge: PLN 9**

## REDIRECT PARCEL<sup>1</sup>



As soon as the shipment is generated by the Sender, consignees can redirect their shipments at [przekieruj.dhlecommerce.pl](http://przekieruj.dhlecommerce.pl).

Service available to consignees solely on condition that the sender provides a mobile phone number and/or email address under the shipment's address details.

Options available within a single terminal: redirect for collection at a DHL ServicePoint, pick up at a DHL Locker, provide a new delivery address, change the date of delivery, cancel shipment.

**Included in the basic charge**

## PRE-DELIVERY INFORMATION (PDI)



SMS or email notification and phone call from the DHL eCommerce courier to the consignee of the shipment on the day of delivery.

**Charge: PLN 5.30**

In the case of DHL PARCEL PREMIUM, the courier's contact with the shipment's Consignee is included in the standard and in the product price.

## SHIPMENT AT DHL SERVICEPOINT / DHL LOCKER<sup>2</sup>



Possibility to ship a shipment in nearby DHL ServicePoint or DHL Locker. Information about DHL ServicePoint network: <https://dhl24.com.pl/mapa/nadania>

**Included in the basic price**

## CHANGE OF AN ADDRESS



Carried out after receiving a written instruction from the sender.

**Charge: PLN 10 – within the DHL eCommerce deliverer's Terminal**

**Charge: 100% of the basic charge – between two DHL eCommerce Terminals**

## EMAIL/SMS NOTIFICATIONS



The consignee is notified by email or SMS that the shipment has been shipped, about the date, location and estimated time of delivery, and about any unsuccessful delivery attempts to deliver the shipment (if the consignee was absent at the delivery address or failed to pay any amounts due for the shipment). The message contains information about the collection value, if the shipment was sent with the Collection and remittance of amount due (COD) additional service. Following the notifications the consignee can make use of the Redirect parcel service.

**Included in the basic charge**

**Information about availability of additional services are described on pages 5 nad 9.**

The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

<sup>1</sup> Redirection for collection at a DHL ServicePoint or DHL Locker is available for single-item shipments, with a maximum weight of 25 kg and maximum dimensions of 0.64 x 0.38 x 0.41 (m), with the additional Shipment Insurance service for shipments with a maximum value of PLN 6,500, with COD service with a maximum value of PLN 6,500.

<sup>2</sup> Applies to single-item DHL PARCEL POLSKA and DHL PARCEL RETURN POLSKA parcels, with a maximum weight of 25 kg and maximum dimensions of 0.64 x 0.38 x 0.41 (m), and with a maximum value of PLN 6,500. One has to prepare the package and print the label before shipping a parcel at DHL ServicePoint or DHL Locker. A label is not required for DHL PARCEL RETURN POLSKA shipments.

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

To learn more about the services, go to [dhlecommerce.pl](http://dhlecommerce.pl) or contact the DHL eCommerce Customer Service Department.

## ADDITIONAL SERVICES – DOMESTIC SHIPMENTS



### COLLECTION AT A DHL SERVICEPOINT<sup>1</sup> AND A DHL LOCKER<sup>2</sup>



Option to choose the pick-up location and date (for some DHL ServicePoint locations also on Saturdays and Sundays). The shipment can be picked up within 2 calendar days. The consignee's identity is verified using a PIN code and shipment number.

Information about the pick-up locations: <https://www.dhl.com/pl-en/e-commerce/business-customers/services/points.html>.

**Included in the basic charge**

### SATURDAY DELIVERY<sup>3</sup>



Detailed information about the scope of offering the service (postcode of the place of delivery of the shipment) is available via online tools provided by DHL eCommerce or in the DHL eCommerce Customer Service Department.

**Charge: 50% of the basic charge, but no less than PLN 18**

### DELIVERY BETWEEN 6 PM AND 10 PM<sup>4,5</sup>



Service available only for DHL PARCEL POLSKA. Detailed information about the range of the service (postcode of the place of delivery of the shipment) is available via online tools provided by DHL eCommerce or in the DHL eCommerce Customer Service Department.

**Charge: PLN 12**

### RETURN OF UNDELIVERABLE SHIPMENT



Return of shipment to sender. "An undeliverable shipment" is a shipment that could not be delivered by DHL eCommerce because: the consignee refused to accept it, the consignee refused to pay for the service, the consignee refused to pay the collection amount as part of the additional Collection and remittance of amount due (COD) service, the consignee failed to collect the shipment after two attempts to deliver, or the address provided was incorrect, thus making delivery impossible.

**Charge: 100% of the basic charge<sup>6</sup>**

### COMPANY PACKAGING AND CONSUMABLE SUPPLIES



Charge for cardboard packaging (depends on the dimensions), plastic pouches, envelopes, sleeves and labels.

Cardboard XS – 17.0 x 13.0 x 6.0 (cm)	PLN 1.50
Cardboard S – 31.5 x 22.5 x 5.5 (cm)	PLN 2.00
Cardboard M – 49.4 x 24.4 x 16.8 (cm)	PLN 3.50
Cardboard L – 49.4 x 29.4 x 38.8 (cm)	PLN 5.00
Cardboard XL – 49.5 x 47.0 x 42.0 (cm)	PLN 9.00
Cardboard envelope	PLN 1.80
Plastic pouches	PLN 0.90
Envelope	PLN 0.60
Self-adhesive sleeve	PLN 0.15
Self-adhesive label	PLN 0.08 <sup>7</sup>

The cost of shipping consumables shall be borne by the purchaser, in accordance with DHL eCommerce Price List Special Price List.

### PROOF OF DELIVERY (POD)



Proof of delivery in the form of a scan of the consignment note with the Consignee's signature, sent to the Customer's e-mail address. Service ordered at the time of sending the shipment.

**Charge: PLN 5**

### ELECTRONIC PROOF OF DELIVERY (EPOD)



Electronic confirmation. Available in online tools provided by DHL eCommerce, for parcels sent using these.

**Included in the basic charge**

### Information about availability of additional services are described on pages 5 and 9.

The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

<sup>1</sup> Applies to single-item DHL PARCEL POLSKA shipments paid for by senders, with a maximum weight of 25 kg and maximum dimensions of 0.8 x 0.6 x 0.6 m, with the option to buy only the additional Shipment Insurance service with a maximum value of PLN 6,500 and Cash on Delivery Collection (COD) service with a maximum value of PLN 6,500. The service may be ordered using the online DHL eCommerce tools. It is required to provide the recipient's mobile phone number and/or email address in the shipment's address information. Shipments with the additional Cash on Delivery Collection (COD) service can be handled at selected DHL ServicePoint – more information <https://parcelshop.dhl.pl/mapa>. Payment for COD service is available in cash and by card.

<sup>2</sup> Applicable to single-item DHL PARCEL POLSKA shipments paid for by Senders, with a maximum weight of 25 kg and maximum dimensions of 0.64 x 0.38 x 0.41 (m), with an option to purchase only the additional Shipment Insurance service for shipments with a maximum value of PLN 6,500 and the Cash on Delivery (COD) service with a maximum value of PLN 6,500. The service may be ordered using the online DHL eCommerce tools. Providing the Consignee's mobile phone number in the address details is required.

<sup>3</sup> Applies only to DHL PARCEL POLSKA and DHL PARCEL MAX. Cannot be combined with Delivery between 6 p.m. and 10 p.m. and DHL PARCEL PREMIUM service.

<sup>4</sup> Applies only to DHL PARCEL POLSKA. Cannot be combined with the Saturday delivery service.

<sup>5</sup> The charge for the service also applies to customers whose cooperation agreement stipulates the Delivery between 5 p.m. and 10 p.m. service.

<sup>6</sup> For DHL PARCEL PREMIUM, DHL PARCEL 9 and DHL PARCEL 12 shipments, the charge for the Return of undeliverable shipment service will be calculated according to prices for DHL PARCEL POLSKA.

<sup>7</sup> Labels available in rolls of 250 pcs and 1,000 pcs. Price depends on the number of labels on the roll (pc price x number of pcs on the roll).

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

To learn more about the services, go to [dhlcommerce.pl](https://dhlcommerce.pl) or contact the DHL eCommerce Customer Service Department.



## ADDITIONAL SERVICES – DOMESTIC SHIPMENTS



### WRITTEN ORDER<sup>1</sup>

Processing written orders submitted by fax or email.

**Charge: PLN 8 for the order**



### eINVOICE

An electronic invoice, equivalent to a paper invoice. eInvoices are multifunctional, secure and easy to use. It provides email notifications regarding an invoice issued, and makes it possible to view and download delivery confirmations for invoiced shipments. eInvoices can be activated and accessed at [dhlecommerce.pl](https://dhlecommerce.pl).

**Included in the basic charge**



### TELEPHONE ORDER<sup>1</sup>

Processing orders placed over the phone via the DHL eCommerce Customer Service Department. It includes DHL PARCEL POLSKA, DHL PARCEL 9, DHL PARCEL 12 and DHL PARCEL MAX products.

**Charge: PLN 8 for the order**



### THIRD PARTY PAYER

Handling of the shipment payable by the Requestor, who is not the Sender or Recipient. Applies to DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12, DHL PARCEL MAX.

**Charge: PLN 5 for shipments with items weighing up to 31.5 kg**

**Charge: PLN 10 for shipments with items weighing over 31.5 kg**



### PALLET SALES

Additional service concerning exclusively the DHL PARCEL MAX service. Applies only to EURO pallets (0.8 m x 1.2 m) that meet the UIC 435-2 standard. Service available to senders paying for transportation, with a clause in this regard in the agreement.

**Charge: PLN 32 per pallet**



## ADDITIONAL INFORMATION – DOMESTIC SHIPMENTS

### PROHIBITED AND RESTRICTED GOODS

**DHL eCommerce does not accept shipments which contain<sup>2</sup>:**

- cash, securities, other payment documents,
- valuables (jewellery, works of art, antiques, coins and medals etc.),
- weapons and ammunition,
- perishables requiring special transport conditions,
- chemically and biologically active goods,
- animals,
- human and animal remains,
- narcotics and psychotropic substances,
- medications requiring special transport conditions,
- other goods whose properties might pose a health hazard to the people coming into contact with them, or which might damage or destroy other shipments,
- other goods the transporting of which is prohibited under applicable laws.

## COMPLAINTS

We make every effort to ensure that our customers' shipments reach them on time, safely and at the correct address. If you have any complaints or comments on the quality of our services, please go to [dhlecommerce.pl](https://dhlecommerce.pl).

**Information about availability of additional services are described on pages 5 nad 9.**

The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

<sup>1</sup> Available exclusively to Orderers paying for this service.

<sup>2</sup> More information is provided in the Regulations for the provision of domestic shipping and postal services of DHL eCommerce (Poland) Sp. z o.o., available at [dhlecommerce.pl](https://dhlecommerce.pl).

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

To learn more about the services, go to [dhlecommerce.pl](https://dhlecommerce.pl) or contact the DHL eCommerce Customer Service Department.

## ADDITIONAL CHARGES – DOMESTIC SHIPMENTS

### CHARGE FOR NON-STANDARD ITEMS FOR DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12, DHL PARCEL RETURN POLSKA SHIPMENTS

A charge will be applied for:

- items whose longest dimension is longer than 1.2 m or if any of the other dimensions exceeds 0.6 m,
- spherical, cylindrical or oval items,
- items with irregular shapes, with protruding elements,
- items with an adhesive surface that prevents sliding (e.g. rubber, etc.),
- items containing loose, heavy pieces or pieces with uneven weight distribution,
- items in loose packaging or irregularly shaped (i.e. where the contents may shift and cause a shift to the centre of gravity while being transported),
- items marked with DHL "TOP" and "CAUTION: Non-standard shipment" stickers,
- items whose contents require special handling (when there is no option of automatic sorting at handling warehouses or if there is a risk of damaging other shipments),
- items containing liquids substances in packaging such as: barrels, canisters, buckets, etc.,
- containing items or devices that generate a magnetic field.

Eligibility of goods is available at [dhlecommerce.pl](https://dhlecommerce.pl)

Charge is also applied for returning undeliverable shipment to the sender.

**Charge: PLN 34**

### AN EXTRA CHARGE FOR VOLUMETRIC WEIGHT FOR DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12, DHL PARCEL RETURN POLSKA SHIPMENTS

A charge will be applied for element which volumetric weight exceeds 31.5 kg. Information regarding calculation method of volumetric weight is available in pages 6 and 7.

**Charge is also applied for returning undeliverable shipment to the sender.**

**Charge: PLN 2.20 for an element with a volumetric weight more than 31.5 kg to 50 kg**

**Charge: PLN 16.00 for an element with a volumetric weight more than 50 kg to 110 kg**

**Charge: PLN 63.00 for an element with a volumetric weight more than 110 kg**

### CREDIT CARD PAYMENT FOR COD<sup>1</sup>

A fee will be charged if the shipment's Consignee pays for the collection amount by credit card.

**Charge: 1.5% of COD value, not less than PLN 2**

### CHARGE FOR NON-STANDARD ITEMS FOR DHL PARCEL MAX SHIPMENTS

Items placed on a pallet are subject to a charge when:

- pallets with dimensions exceeding 0.8 m x 1.2 m (EURO pallet) were used,
- goods extend beyond the outlines of the pallet,
- goods are not affixed to the pallet (e.g. with film, binding tape, screws, etc.). A charge will be applied for unpalletized items if:
- their longest dimension is longer than 1.2 m or if any of the other dimensions exceeds 0.6 m,
- they are marked with DHL "TOP" and "CAUTION: Non-standard shipment" stickers,
- they contain liquids substances in packaging such as: barrels, canisters, buckets, etc.
- they have a spherical, cylindrical or oval shape,
- they have irregular shapes, with protruding elements.

Also subject to a charge are items containing goods that cannot be palletized because of their characteristics (e.g. devices on wheels) and cannot be sorted automatically.

Eligibility of goods is available at [dhlecommerce.pl](https://dhlecommerce.pl).

Charge is also applied for returning undeliverable shipment to the sender.

**Charge: PLN 132**

### SURCHARGE FOR WEIGHT CATEGORY ADJUSTMENT FOR DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12 SHIPMENTS

A surcharge may be charged in the case of shipments for which the weight category determined on the basis of the customer's declaration turns out to be different from the weight category determined on the basis of the actual weight and dimensions.

**Charge: PLN 2 for an item requiring correction by one weight category**

**Charge: PLN 6 for an item requiring correction by more than one weight category**

### EMPTY RUN

A fee charged when a courier was provided as ordered and the shipment was not released to the courier or the Sender was unavailable. It includes DHL PARCEL POLSKA, DHL PARCEL 9, DHL PARCEL 12, DHL PARCEL MAX products.

**Charge: PLN 11**

<sup>1</sup> Fixed charge. Not applicable at DHL ServicePoints and DHL Lockers.



# ADDITIONAL CHARGES – DOMESTIC SHIPMENTS

## CHARGE FOR PRINTING A SHIPPING LABEL

Charge for handling shipments with a label printed by DHL eCommerce using electronic data provided by the Customer. The charge is not added for printless DHL PARCEL RETURN POLSKA shipments sent at a DHL ServicePoint location or DHL Locker.

**Charge: PLN 2.70 per label**

## REINSTATEMENT OF WIRE TRANSFER PAYMENTS<sup>1</sup>

An administrative charge for reinstating the option to pay for DHL eCommerce services by wire transfer.

**Charge: PLN 80**

## CHARGE FOR AN EXTENDED VERSION OF A PAPER INVOICE

Charge for preparing an invoice containing a detailed list of transactions invoiced, covering: the number of the consignment note, the name of the sender and consignee of the shipment and other fees for the shipment.

**Charge: PLN 22 per invoice**

## INVOICE ATTACHMENT

Invoice attachment is provided in digital form.

**Charge: PLN 8 – standard attachment**

**Charge: PLN 25 – attachment resent after a customer's request.**

## REPEATED CALL FOR PAYMENT<sup>1</sup>

DHL eCommerce reserves the right to charge the customer an administrative fee if a repeated call for payment for DHL eCommerce services needs to be issued.

**Charge: PLN 40**

## CHANGE OF PAYER

After an invoice has been issued by DHL eCommerce, the payer can be changed following the customer's written request. The new payer stated in the "Change of payer form" will be charged an administrative fee for re-issuing an invoice. The form is available on [dhlecommerce.pl](https://dhlecommerce.pl) in the Model documents tab or at the DHL eCommerce Customer Service Department.

**Charge: PLN 20 per invoice**

## CONTRACTUAL PENALTY FOR THE SHIPMENT OF DANGEROUS GOODS

DHL does not accept for transport shipments containing dangerous goods and goods whose transport is prohibited pursuant to applicable legislation (e.g. corrosive, radioactive products, prohibited by law, including drugs). If, in the course of transport, it is found that the shipment contains any concealed dangerous goods or goods prohibited by law, the Customer will be obliged to pay a contractual penalty to DHL in the amount of PLN 1,200.00. Payment of the penalty does not deprive DHL of the right to claim damages in excess of the penalty on general principles.

**Charge: PLN 1,200**

## CHARGE FOR INEFFICIENT PICK-UP FOR DHL PARCEL POLSKA, DHL PARCEL PREMIUM, DHL PARCEL 9, DHL PARCEL 12 SHIPMENTS

Fee charged for each day on which fewer items were sent than the minimum expected based on the Customer's declared volume, calculated as follows. The expected minimum is 50% of the daily volume, calculated as the Customer's declared monthly volume, divided by 21 (the average number of days in a month) and rounded down. If the Requestor has submitted two monthly volume declarations one for domestic services for shipments up to 31.5 kg and the other for international shipments up to 31.5 kg, the higher declaration shall be used to calculate the expected minimum.

No fee shall be charged if:

- the Customer was charged with a surcharge for the same day charged for the drive to collect the parcel by the Marketplace cooperating with DHL (where Marketplace is understood as a type of online sales platform that provides access to a diverse and extensive marketplace of goods and services offered by many businesses and individuals),
- the Customer was charged with the Empty Run fee for the same day,
- there was no courier arriving to collect shipments on the day.

The following shall not count towards the expected minimum:

- DHL PARCEL RETURN POLSKA and DHL PARCEL RETURN CONNECT returns sent,
- shipments charged to Third Party Payer,
- shipment drop-off at DHL ServicePoint / DHL Locker.

**Charge: PLN 4**

## FUEL AND ROAD SURCHARGE<sup>2</sup>

A fuel and road surcharge is added to the net basic price of each shipment.

**To learn about the amount and method of calculating the surcharge, go to [dhlecommerce.pl](https://dhlecommerce.pl).**

## SPECIAL CHARGE

Charge applicable to each shipments. Not applicable to customers required to pay the standard fuel surcharge.

**Charge: PLN 1.10 for shipments with items weighing up to 31.5 kg**

**Charge: PLN 16.00 for shipments with items weighing over 31.5 kg**

## SEASONAL CHARGE

Charge that DHL eCommerce may apply during the parcel peak period between 1 November and 31 December each year. The amount of the seasonal charge will be published on the [dhlecommerce.pl](https://dhlecommerce.pl) website, indicating its amount and the exact validity period.

**The maximum seasonal charge shall not exceed:**

- **PLN 0.75 – for shipments with items weighing up to 31.5 kg**
- **PLN 10 – for shipments with items weighing over 31.5 kg**

The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

<sup>1</sup> Not applicable to consumers.

<sup>2</sup> Previously known as a fuel surcharge

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

More information at [dhlecommerce.pl](https://dhlecommerce.pl) and in the DHL eCommerce Customer Service Department.



## RELIABLE SHIPMENTS TO 28 COUNTRIES OF EUROPE



### DHL PARCEL CONNECT – BASIC CHARGES

International road shipments

Country	Expected time of delivery <sup>1</sup>	Parcel weight				
		up to 1 kg	up to 5 kg	up to 10 kg	up to 20 kg	up to 31.5 kg
Austria	2	78	110	151	194	243
Belgium	2	78	110	151	194	243
Bulgaria	4-5	78	110	151	194	243
Croatia	3-4	78	110	151	194	243
Cyprus	10	78	110	151	194	243
Czech Republic	2	78	110	151	194	243
Denmark	3-4	78	110	151	194	243
Estonia	2-3	78	110	151	194	243
Finland	3-4	78	110	151	194	243
France	4	103	129	157	216	248
Germany	2	78	110	151	194	243
Greece	7-8	78	110	151	194	243
Hungary	2-3	78	110	151	194	243
Ireland	4	78	110	151	194	243
Italy	3-4	78	110	151	194	243
Latvia	2-3	78	110	151	194	243
Lithuania	2-3	78	110	151	194	243
Luxembourg	3-4	78	110	151	194	243
Netherlands	2	78	110	151	194	243
Portugal	4-5	78	110	151	194	243
Romania	3-4	78	110	151	194	243
Slovakia	2	78	110	151	194	243
Slovenia	3-4	78	110	151	194	243
Spain	4	78	110	151	194	243
Sweden	3-4	78	110	151	194	243
United Kingdom <sup>2</sup>	3	78	110	151	194	243

### DHL PARCEL INTERNATIONAL – BASIC CHARGES

Country	Expected time of delivery <sup>1</sup>	Parcel weight				
		up to 1 kg	up to 5 kg	up to 10 kg	up to 20 kg	up to 31.5 kg
Malta	7-8	416	449	516	585	657
Monaco	5	103	129	157	216	248

<sup>1</sup> The delivery times are provided in business days on the basis of average transit times in the DHL eCommerce network for shipments shipped from Poland; 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.

<sup>2</sup> Customs clearance is obligatory, with the exclusion of Northern Ireland. The basic charge does not include the costs related to customs clearance. More information on the customs clearance on page 23. The estimated delivery time may be extended due to activities related to customs clearance. Customs clearance time is not included in transit time.

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

To learn more about the services, go to [dhlcommerce.pl](https://dhlcommerce.pl) or contact the DHL eCommerce Customer Service Department.

# INTERNATIONAL ROAD SHIPMENTS

## Exports













### HOW TO CALCULATE THE COST OF A SHIPMENT










### ADDITIONAL SERVICES AVAILABLE

#### DHL PARCEL CONNECT

 <b>Shipment insurance</b> 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>	 <b>Pick-up at a DHL ServicePoint<sup>2</sup></b> Included in the basic charge
 <b>Cash on delivery collection (COD)<sup>1</sup></b> Charge: PLN 30	 <b>Delivery confirmation<sup>2</sup></b> Included in the basic charge
 <b>Email/SMS notifications</b> Included in the basic charge	 <b>Return of undeliverable shipment</b> Charge: 100% of the basic charge
 <b>Information about shipment status</b> Included in the basic charge	 <b>eInvoice</b> Included in the basic charge
 <b>Shipment at DHL ServicePoint / DHL Locker</b> Included in the basic charge	 <b>Company packaging and consumable supplies</b> Charge for the packaging depends on the dimensions

Detailed description of the services on page 21

#### DHL PARCEL INTERNATIONAL

 <b>Shipment insurance</b> 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>	 <b>Return of undeliverable shipment</b> Charge: 100% of the basic charge
 <b>Information about shipment status</b> Included in the basic charge	 <b>Utilisation of the undeliverable shipment</b> Included in the basic charge
 <b>Shipment at DHL ServicePoint / DHL Locker</b> Included in the basic charge	 <b>eInvoice</b> Included in the basic charge
	 <b>Company packaging and consumable supplies</b> Charge for the packaging depends on the dimensions

Detailed description of the services on page 21

<sup>1</sup> COD service applies to Austria, Bulgaria, Czech Republic, Germany, Romania, Slovakia, Slovenia, Hungary.

<sup>2</sup> It does not apply to shipments to the UK with postal customs clearance.

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

To learn more about the services, go to [dhlecommerce.pl](https://dhlecommerce.pl) or contact the DHL eCommerce Customer Service Department.



## DESCRIPTION OF THE

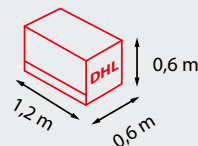
### DHL PARCEL CONNECT SERVICE

#### Weight and dimensions of the shipment (including packaging):<sup>1</sup>

- Single-item shipments weighing up to 31.5 kg.
- Maximum dimensions of a standard shipment 1.2 x 0.6 x 0.6 m.
- Minimum dimensions of a shipment 0.01 x 0.15 x 0.11 m.
- Maximum length of a shipment 2 m.
- Maximum circumference of a shipment must not exceed 3.6 m. The circumference of a shipment is calculated as follows  
 $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height}$ .

#### Sending and delivery of a shipment:

- Door-to-door, excluding: Denmark, Estonia, Finland, Latvia, Lithuania, Sweden. In those countries, the addressee collects the shipment at a local Partner DHL eCommerce.
- Shipment only on business days. Customers can order a DHL eCommerce courier and print the label they need only via online tools provided by DHL eCommerce. Regular pick-up can be scheduled upon prior agreement with a DHL eCommerce Representative.



Up to 31.5 kg



- In the delivery process, DHL eCommerce takes into account the consignees' preferences regarding the time and location of delivery, including the option to direct the shipment for collection at one of the 120 000 DHL eCommerce locations<sup>2</sup>.
- Shipments are delivered Monday to Saturday<sup>3</sup>. Saturday is considered a business day.

#### Method of calculating charges:

- Charges are calculated in accordance with the table on page 15.
- For the shipment the volumetric weight is calculated, according to the following conversion rate:  $[\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}] / 4,000$  or  $1 \text{ m}^3$  of shipment = 250 kg.
- The rule is to select the greater of actual or volumetric weight of a shipment.
- For element which volumetric weight exceeds 31.5 kg extra charges will be applied: basic charge for parcels above 31.5 kg and extra charge for volumetric weight.

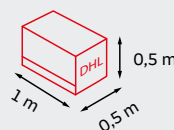
### DHL PARCEL INTERNATIONAL SERVICE

#### Weight and dimensions of the shipment (including packaging):

- Single-item shipments weighing up to 30 kg.
- Maximum dimensions of a standard shipment 1 x 0.5 x 0.5 m.
- Minimum dimensions of a shipment 0.01 x 0.15 x 0.11 m.
- Maximum length of a shipment 1.5 m.
- Maximum circumference of a shipment must not exceed 3 m. The circumference of a shipment is calculated as follows  
 $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height}$ .

#### Sending and delivery of a shipment:

- Door-to-door.
- Shipment only on business days. Customers can order a DHL eCommerce courier and print the label they need only via online tools provided by DHL eCommerce. Regular pick-ups can be scheduled upon prior agreement with a DHL eCommerce Representative.



Up to 30 kg



#### Method of calculating charges:

- Charges are calculated in accordance with the table on page 15.
- For the shipment the volumetric weight is calculated, according to the following conversion rate:  $[\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}] / 4,000$  or  $1 \text{ m}^3$  of shipment = 250 kg.
- The rule is to select the greater of actual or volumetric weight of a shipment.
- For element which volumetric weight exceeds 30 kg extra charges will be applied: basic charge for parcels above 30 kg and extra charge for volumetric weight.

<sup>1</sup> Weight and dimensions of the shipment to the UK - postal customs clearance. Single-item shipments: maximum dimensions 1 x 0.5 x 0.5 m; minimum dimensions 0.01 x 0.15 x 0.11 m.

<sup>2</sup> Verification of availability of pickup points in online tools provided by DHL eCommerce. The shipment is awaiting pickup at the point from 7 to 15 calendar days (depending on the country of delivery), counting from the next day after the delivery. Shipments not received at this time will be returned to the sender at his expense.

<sup>3</sup> Saturday delivery is not available in Czech Republic, Denmark, Greece, Ireland, Italy, Slovakia, Sweden.

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

To learn more about the services, go to [dhlcommerce.pl](https://dhlcommerce.pl) or contact the DHL eCommerce Customer Service Department.



## EASY RETURN FROM 25 EUROPEAN COUNTRIES



### DHL PARCEL RETURN CONNECT – BASIC CHARGES

International road shipments – returns

Country	Expected time of delivery <sup>1</sup>	Parcel weight				
		up to 1 kg	up to 5 kg	up to 10 kg	up to 20 kg	up to 31,5 kg
Austria	2	78	110	151	194	243
Belgium	2	78	110	151	194	243
Bulgaria	4-5	78	110	151	194	243
Croatia	3-4	78	110	151	194	243
Cyprus	10	78	110	151	194	243
Czech Republic	2	78	110	151	194	243
Denmark	3-4	78	110	151	194	243
Estonia	2-3	78	110	151	194	243
Finland	3-4	78	110	151	194	243
France	4	103	129	157	216	248
Germany	2	78	110	151	194	243
Greece	7-8	78	110	151	194	243
Hungary	2-3	78	110	151	194	243
Irleand	4	78	110	151	194	243
Italy	3-4	78	110	151	194	243
Latvia	2-3	78	110	151	194	243
Lithuania	2-3	78	110	151	194	243
Luxembourg	3-4	78	110	151	194	243
Netherlands	2	78	110	151	194	243
Portugal	4-5	78	110	151	194	243
Romania	3-4	78	110	151	194	243
Slovakia	2	78	110	151	194	243
Slovenia	3-4	78	110	151	194	243
Spain	4	78	110	151	194	243
Sweden	3-4	78	110	151	194	243

<sup>1</sup> 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.

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

Information about areas, where the services are not available, can be found in online tools provided by DHL eCommerce and in the DHL eCommerce Customer Service Department.

To learn more about the services, go to [dhlecommerce.pl](https://dhlecommerce.pl) or contact the DHL eCommerce Customer Service Department.

# INTERNATIONAL ROAD SHIPMENTS

## Returns



## ADDITIONAL SERVICES AVAILABLE

### DHL PARCEL RETURN CONNECT



#### Information about shipment status

Included in the basic charge



#### eInvoice

Included in the basic charge



#### Delivery confirmation

Included in the basic charge

Detailed description of the services on page 21

## HOW TO CALCULATE THE COST OF A SHIPMENT

### BASIC CHARGE

determined on the basis of the greater of actual or volumetric weight (more information on page 20)



### FUEL AND ROAD SURCHARGE

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



### CHARGES FOR ADDITIONAL SERVICES AND/OR SURCHARGES

more information on pages 21-23



### VAT

at the applicable rate

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

To learn more about the services, go to [dhlecommerce.pl](https://www.dhl.com/e-commerce) or contact the DHL eCommerce Customer Service Department.





## DESCRIPTION OF THE

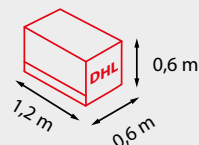
### DHL PARCEL RETURN CONNECT SERVICE

#### Weight and dimensions of the shipment (including packaging):

- Single-item shipments weighing up to 31.5 kg<sup>1</sup>.
- Maximum dimensions of a standard shipment 1.2 x 0.6 x 0.6 (m)<sup>1</sup>.
- Minimum dimensions of a shipment 0.01 x 0.15 x 0.11 (m).
- Maximum length of a shipment 2 m.
- Maximum circumference of a shipment must not exceed 3.6 m. The circumference of a shipment is calculated as follows 1 x length + 2 x width + 2 x height.

#### Dispatch:

- The Requestor decides about the form of issuing the return label from the following options:
  - print the label and ship it inside the packaging, with the item being shipped,
  - email the label as a PDF attachment.
- To prepare a return label, one uses the same online tools as for creating an international shipping label.
- Shipments can be shipped at DHL eCommerce points and DHL Locker in all countries, where the return services are available.
- Return instructions attached to the shipment contain the information needed to determine the appropriate course of action and the correct shipping option.



Up to 31,5 kg



- If, due to its dimensions, the shipment cannot be shipped at a DHL eCommerce point or DHL Locker, the requestor's customer will be able to schedule a local pick-up via courier in accordance with the rules in effect in the country of origin.

#### Shipment delivery:

- The delivery address for return shipments is defined by the Requestor upon switching on the service.
- Shipments are delivered by a DHL eCommerce courier on business days.

#### Method of calculating charges:

- Returns to Poland are always made at the expense of the payer's Requestor (entity that determines the manner in which return labels are provided), who is the recipient of the shipment being returned.
- Charges are calculated in accordance with the table on page 18.
- For each shipment the volumetric weight is calculated according to the following conversion factor: [length (cm) x width (cm) x height (cm)] / 4,000 or 1 m<sup>3</sup> of shipment = 250 kg.
- The rule is to select the greater of actual or volumetric weight of a shipment
- For element which volumetric weight exceeds 31.5 kg extra charges will be applied: basic charge for parcels above 31.5 kg and extra charge for volumetric weight.

<sup>1</sup>For the return parcels dropped off at DHL ServicePoints in the countries below some exceptions apply:

- the maximum weight: Belgium, Luxembourg – 30 kg; Estonia, Greece, Latvia, Denmark, Sweden – 20 kg; Netherlands – 23 kg; Slovakia – 10 kg,  
- the maximum dimensions: Belgium, Denmark, Luxembourg, Netherlands, Sweden – 1 x 0.5 x 0.5 (m); Estonia, Lithuania, Latvia – 0.6 x 0.36 x 0.6 (m); Greece – 0.6 x 0.6 x 0.4 (m); Slovakia – 0.8 x 0.6 x 0.6 (m).

Detailed information on the return method of a parcel whose weight/dimensions exceed the above parameters can be found in the return instructions available to the sender.

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

To learn more about the services, go to [dhlcommerce.pl](https://dhlcommerce.pl) or contact the DHL eCommerce Customer Service Department.





## ADDITIONAL SERVICES – INTERNATIONAL SHIPMENTS

### SHIPMENT AT DHL SERVICEPOINT / DHL LOCKER<sup>1</sup>

Possibility to ship a shipment in nearby DHL ServicePoint or DHL Locker.  
Information about DHL ServicePoint network: <https://dhl24.com.pl/mapa/nadania>

**Included in the basic price**

### SHIPMENT INSURANCE

Additional coverage against loss or destruction of shipments with a value of up to PLN 100,000 is available.

**Charge depending on the declared value of shipment:**

- up to PLN 10,000 – PLN 10.50
- between PLN 10,000 and PLN 100,000 – 0.5% of declared value

### CASH ON DELIVERY COLLECTION (COD)<sup>2</sup>

An option to collect the amount due from the Consignee for goods delivered with a value not exceeding: CZK 40,000 – **Czech Republic**, RON 6,750 – **Romania**, EUR 1,500 – **Austria, Germany, Slovakia**, EUR 500 – **Slovenia**. The amount will be transferred from a DHL eCommerce account to the Sender's currency account within 6 business days, counting from the business day following the day of delivery of the shipment.

For **Bulgaria** and **Hungary**, the maximum collection amount is, respectively BGN 2,900 / HUF 465,000 – the sender can indicate the currency account in countries of delivery or in Poland to transfer the amount in these currencies:

- if a currency account in the country of delivery is provided, the amount will be transferred from a DHL eCommerce account to the Sender's currency account within 6 business days, counting from the business day following the day of delivery of the shipment,
- if a currency account in Poland is provided, the amount will be transferred from a DHL eCommerce account to the Sender's currency account once a week, on the day specified by the Sender. COD values will be returned to the Sender in a single transfer for all CODs collected from the Consignee with the delivery date of more than 6 business days from the payment date,
- DHL eCommerce does not provide the service of refunding COD to a currency account indicated by the customer according to options other than those specified above.

COD service applies to **Austria, Bulgaria, Czech Republic, Germany, Romania, Slovakia, Slovenia** and **Hungary**.

**Charge: PLN 30**

### EMAIL/SMS NOTIFICATIONS

The consignee is notified by email or SMS about the date, place and estimated hour of delivery.

**Included in the basic charge**

### INFORMATION ABOUT SHIPMENT STATUS

The service involves access to information about the shipment's current status on [dhlecommerce.pl](https://dhlecommerce.pl).

**Included in the basic charge**

### DELIVERY CONFIRMATION

Electronic confirmation is available once the sender is registered with the DHL eCommerce Customer Service Department.

**Included in the basic charge**

### RETURN OF UNDELIVERABLE SHIPMENT

Return of shipment to sender. An undeliverable shipment is a shipment that could not be delivered by DHL to the consignee because: the consignee was absent, the consignee refused to accept it, the consignee refused to pay the collection amount as part of the additional Collection and remittance of amount due (COD) service, the address provided was incorrect, collection was cancelled.

**Charge: 100% of the basic charge**

### COLLECTION AT A DHL SERVICEPOINT<sup>3</sup>

In the delivery process, DHL eCommerce takes into account the consignees' preferences regarding the time and location of delivery, including the option to direct the shipment for collection at a DHL ServicePoint. The shipment can then be collected at the DHL ServicePoint in the next 2 calendar days.

Information about the network of DHL ServicePoint locations can be found in the electronic tools for sending a shipment.

**Included in the basic charge**

### UTILISATION OF THE UNDELIVERABLE SHIPMENT

Destruction of an undeliverable shipment in accordance with the sender's instruction. A shipment will be deemed undeliverable if it cannot be delivered by DHL to the consignee or has not been collected by it. Examples of reasons for non-delivery: absence of the consignee, refusal to accept the shipment, failure to provide correct address details.

**Included in the basic charge**

### eINVOICE

An electronic invoice is available at [dhlecommerce.pl](https://dhlecommerce.pl).

The service covers sending information about an invoice issued.

**Included in the basic charge**

### COMPANY PACKAGING AND CONSUMABLE SUPPLIES

Charge for cardboard packaging (depends on the dimensions), plastic pouches, envelopes, sleeves and labels.

Cardboard XS – 17.0 x 13.0 x 6.0 (cm)	PLN 1.50
Cardboard S – 31.5 x 22.5 x 5.5 (cm)	PLN 2.00
Cardboard M – 49.4 x 24.4 x 16.8 (cm)	PLN 3.50
Cardboard L – 49.4 x 29.4 x 38.8 (cm)	PLN 5.00
Cardboard XL – 49.5 x 47.0 x 42.0 (cm)	PLN 9.00
Cardboard envelope	PLN 1.80
Plastic pouches	PLN 0.90
Envelope	PLN 0.60
Self-adhesive sleeve	PLN 0.15
Self-adhesive label	PLN 0.08 <sup>4</sup>

The cost of shipping consumables shall be borne by the purchaser, in accordance with DHL eCommerce Price List Special Price List.

**Information about availability of additional services are described on pages 16 and 19.**

The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

<sup>1</sup> One has to prepare the package and print the label before shipping a parcel at DHL eCommerce's point.

<sup>2</sup> COD service applies to Austria, Bulgaria, Czech Republic, Germany, Romania, Slovakia, Slovenia, Hungary.

<sup>3</sup> Verification of availability of pickup points via online tools provided by DHL eCommerce.

<sup>4</sup> Labels available in rolls of 250 pcs and 1,000 pcs. Price depends on the number of labels on the roll (pc price x number of pcs on the roll).

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

To learn more, go to [dhlecommerce.pl](https://dhlecommerce.pl) or contact the DHL eCommerce Customer Service Department.

## ADDITIONAL PAYMENTS – INTERNATIONAL SHIPMENTS



### CHARGE FOR NON-STANDARD ITEMS FOR DHL PARCEL CONNECT AND DHL PARCEL INTERNATIONAL, DHL PARCEL RETURN CONNECT SHIPMENTS

A charge will be added to shipments:

- where one of the dimensions exceeds 1.2 x 0.6 x 0.6 m for DHL PARCEL CONNECT, DHL PARCEL RETURN CONNECT,
- where one of the dimensions exceeds 1 x 0.5 x 0.5 m for DHL PARCEL INTERNATIONAL,

A charge will also be added to DHL PARCEL CONNECT, DHL PARCEL RETURN CONNECT and DHL PARCEL INTERNATIONAL shipments:

- spherical or cylindrical shipments,
- shipments in the shape of a roll and tube, with a triangular or oval cross-section,
- shipments with irregular shapes, with protruding elements,
- shipments containing loose, heavy pieces or pieces with uneven weight distribution, all items of which are partially packaged or have no packaging, but the absence of packaging does not affect the transportability of these items (e.g. tyres, mattresses, etc.),
- composed of several shipments attached to each other, which exceed the standard dimensions,
- shipments with an adhesive surface that prevents sliding (e.g. rubber, etc.),
- shipments in loose packaging, tied with a string (i.e. where the contents may shift and cause a shift to the centre of gravity while being transported),
- whose packaging contains: synthetic, metal or wooden materials, textiles, foils, items with rubber edges or fasteners (e.g. bags, sacks, small buckets, foils),
- containing items or devices that generate a magnetic field.

Charge is also applied for returning undeliverable shipment to the sender.

**Charge: PLN 127 – for all countries, except France**

**Charge for France: PLN 275**

### AN EXTRA CHARGE FOR VOLUMETRIC WEIGHT FOR DHL PARCEL CONNECT, DHL PARCEL INTERNATIONAL, DHL PARCEL RETURN CONNECT SHIPMENTS

A charge will be applied for element which volumetric weight exceeds 31.5 kg. Information regarding calculation method of volumetric weight is available in pages 19 and 22.

Charge is also applied for returning undeliverable shipment to the sender.

**Charge: PLN 2.20 for an element with a volumetric weight more than 31.5 kg to 50 kg**

**Charge: PLN 16.00 for an element with a volumetric weight more than 50 kg to 110 kg**

**Charge: PLN 63.00 for an element with a volumetric weight more than 110 kg**

### SURCHARGE FOR WEIGHT CATEGORY ADJUSTMENT FOR DHL PARCEL CONNECT, DHL PARCEL INTERNATIONAL, DHL PARCEL CONNECT PLUS SHIPMENTS

A surcharge may be charged in the case of shipments for which the weight category determined on the basis of the customer's declaration turns out to be different from the weight category determined on the basis of the actual weight and dimensions.

**Charge: PLN 6 for an item requiring correction by one weight category**

**Charge: PLN 18 for an item requiring correction by more than one weight category**

### REINSTATEMENT OF WIRE TRANSFER PAYMENTS

Administrative charge for reinstating the option to pay for DHL services by wire transfer.

**Charge: PLN 80**

### REPEATED CALL FOR PAYMENT

DHL reserves the right to charge the customer an administrative fee if a repeated call for payment for services needs to be issued.

**Charge: PLN 40**

### EMPTY RUN

A fee charged when a courier was provided as ordered and the shipment was not released to the courier or the Sender was unavailable. It includes DHL PARCEL CONNECT and DHL PARCEL INTERNATIONAL products.

**Charge: PLN 11**

### CHARGE FOR AN EXTENDED VERSION OF A PAPER INVOICE

Charge for preparing an invoice containing a detailed list of transactions invoiced, covering: the number of the consignment note, the name of the sender and consignee of the shipment and other fees for the shipment.

**Charge: PLN 22 per invoice**

### INVOICE ATTACHMENT

Invoice attachment is provided in digital form.

**Charge: PLN 8 – standard attachment**

**Charge: PLN 25 – attachment resent after a customer's request**

### CHARGE FOR PRINTING A SHIPPING LABEL<sup>1</sup>

A charge for handling shipments with a label printed by DHL eCommerce using electronic data provided by the customer.

**Charge: PLN 2.70 per label**

### CHARGE FOR INEFFICIENT PICK-UP FOR DHL PARCEL CONNECT, DHL PARCEL INTERNATIONAL

Fee charged for each day on which fewer items were sent than the minimum expected based on the Customer's declared volume, calculated as follows.

The expected minimum is 50% of the daily volume, calculated as the Customer's declared monthly volume, divided by 21 (the average number of days in a month) and rounded down. If the Requestor has submitted two monthly volume declarations one for domestic services for shipments up to 31.5 kg and the other for international shipments up to 31.5 kg, the higher declaration shall be used to calculate the expected minimum.

No fee shall be charged if:

- the Customer was charged with a surcharge for the same day charged for the drive to collect the parcel by the Marketplace cooperating with DHL (where Marketplace is understood as a type of online sales platform that provides access to a diverse and extensive marketplace of goods and services offered by many businesses and individuals),
- the Customer was charged with the Empty Run fee for the same day,
- there was no courier arriving to collect shipments on the day.

The following shall not count towards the expected minimum:

- DHL Parcel Return Polska and DHL Parcel Return Connect returns sent,
- shipments charged to Third Party Payer,
- shipment drop-off at DHL ServicePoint / DHL Locker.

**Charge: PLN 4**

### FUEL AND ROAD SURCHARGE

A fuel and road surcharge is added on to the basic price of a shipment (not including costs of additional services). The amount of the surcharge is specified on the basis of average market prices of diesel oil.

**For the current amount of surcharge go to [dhlcommerce.pl](https://dhlcommerce.pl).**

### SPECIAL CHARGE

Charge applicable to each shipments. Not applicable to customers required to pay the standard fuel surcharge.

**Charge: PLN 1.10 for shipments with items weighing up to 31.5 kg**

**Charge: PLN 16.00 for shipments with items weighing over 31.5 kg**

### SEASONAL CHARGE

Charge that DHL eCommerce may apply during the parcel peak period between 1 November and 31 December each year. The amount of the seasonal charge will be published on the [dhlcommerce.pl](https://dhlcommerce.pl) website, indicating its amount and the exact validity period.

**The maximum seasonal charge shall not exceed:**

- **PLN 1.10 – for shipments with items weighing up to 31.5 kg**
- **PLN 10 – for shipments with items weighing over 31.5 kg**

### CONTRACTUAL PENALTY FOR THE SHIPMENT OF DANGEROUS GOODS

DHL does not accept for transport shipments containing dangerous goods and goods whose transport is prohibited pursuant to applicable legislation (e.g. corrosive, radioactive products, prohibited by law, including drugs). If, in the course of transport, it is found that the shipment contains any concealed dangerous goods or goods prohibited by law, the Customer will be obliged to pay a contractual penalty to DHL in the amount of PLN 1,200.00. Payment of the penalty does not deprive DHL of the right to claim damages in excess of the penalty on general principles.

**Charge: PLN 1,200**

# ADDITIONAL PAYMENTS FOR CUSTOM CLEARANCE



## POSTAL CUSTOMS CLEARANCE

Export and import customs clearance for shipping non-commercial or commercial goods to countries that require customs clearance.

Available up to the maximum value of goods of EUR 1,000.

A detailed list of excluded goods can be found on the website <https://www.dhl.com/pl-en/ecommerce/business-customers/international/brexit.html>.

Proof of export entitling to apply the VAT rate of 0% on exports is not available with this type of customs clearance.

Postal customs clearance requires a CN23 declaration and proforma invoice prepared by the customer in the DHL24 tool. Printed customs documents must be attached to the parcel.

The sender pays the costs of transport and export and import customs clearance. For some types of shipment, the recipient may be required to pay duties, taxes<sup>1</sup>, handling fees and other fees resulting from import customs clearance. More information is available on the website [www.gov.uk/vat-registration](http://www.gov.uk/vat-registration).

**Charge: PLN 27 per shipment**

## SURCHARGE FOR EACH CUSTOMS TARIFF CODE ABOVE 5<sup>2</sup>

It is possible to carry out customs clearance of goods classified under multiple tariff codes. The charge will apply for declarations containing items with more than five different tariff codes in total and will be levied for each code exceeding this number.

**Charge: PLN 13 for each customs tariff code over 5**

## COMMERCIAL CUSTOMS CLEARANCE

Export and import customs clearance for shipping non-commercial or commercial goods to countries that require customs clearance. The surcharge covers up to five items classified under different tariffs.

Available up to the maximum value of commodities of PLN 100,000. A detailed list of excluded goods can be found on the website <https://www.dhl.com/pl-en/ecommerce/business-customers/international/brexit.html>.

With this type of customs clearance, a customer can receive proof of export entitling to apply the VAT rate of 0% on exports. It requires verification by DHL eCommerce in the Netherlands based on the completed customer implementation form, granting DHL eCommerce an authorisation to act as a direct representative for notifications stipulated in customs laws and an electronic commercial invoice being attached to the shipment.

The sender pays the costs of transport and export and import customs clearance. For some types of shipment, the recipient may be required to pay duties, taxes<sup>1</sup>, handling fees and other fees resulting from import customs clearance. More information is available on the website [www.gov.uk/vat-registration](http://www.gov.uk/vat-registration).

**Charge: PLN 45 per shipment**

<sup>1</sup> For goods worth less than GBP 135, the sender will need to pay VAT.

<sup>2</sup> Does not apply to shipments undergoing postal customs clearance.







### PROHIBITED AND RESTRICTED GOODS

**DHL eCommerce does not accept shipments which contain<sup>1</sup>:**

- excise goods (alcohol, tobacco)
- cash, securities, other payment documents,
- valuables (jewellery, works of art, antiques, coins and medals etc.),
- weapons and ammunition,
- perishables requiring special transport conditions,
- chemically and biologically active goods,
- animals,
- human and animal remains,
- narcotics and psychotropic substances,
- medications requiring special transport conditions,
- other goods whose properties might pose a health hazard to the people coming into contact with them, or which might damage or destroy other shipments,
- other goods the transporting of which is prohibited under applicable laws.

### COMPLAINTS

We make every effort to ensure that our customers' shipments reach them on time, safely and at the correct address. If you have any complaints or comments on the quality of our services, please go to [dhlecommerce.pl](https://dhlecommerce.pl).

*The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).*

<sup>1</sup> To learn more about DHL eCommerce Europe General Conditions of Shipment go to [dhlecommerce.pl](https://dhlecommerce.pl). In case shipments to the UK detailed list of excluded goods can be found on page <https://www.dhl.com/pl-en/e-commerce/business-customers/international/brexit.html>

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

To learn more, go to [dhlecommerce.pl](https://dhlecommerce.pl) or contact the DHL eCommerce Customer Service Department.





# SOLUTIONS FOR THE SENDER

We encourage you to take advantage of a number of IT solutions



## DHL24

The no-installation-required app is available 24/7 via web browser at [www.dhl24.com.pl](http://www.dhl24.com.pl).

Basic features of the application:

- printing consignment notes,
- booking a DHL eCommerce courier, also by a third party,
- calculating the price according to the customer's terms,
- access to delivery confirmations with the consignee's signature,
- storing and monitoring complaint statuses.



## DHL24 WEBAPI

DHL24 WebAPI is a network service enabling information to be exchanged between DHL24 and our customers' external software.

This solution helps integrate one's own software with DHL24 mechanisms and it operates on the basis of the Simple Object Access Protocol (SOAP) – a full description of the service is defined with the aid of Web Services Description Language (WSDL).

Under DHL24 WebAPI we make available a number of methods corresponding to the most important features of the DHL24 application, including creating shipments, booking a DHL eCommerce courier, and information about the status of shipments.



## DHL24 AUTHORISED SHIPMENT

A modern system for managing shipments (including processing returns) sent at the customer's expense.

An excellent solution for online shops, repair shops, the financial and telecommunications industry, insurance companies or those involved in distributing domestic shipments. It enables:

- an order form customised to the customer's individual needs to be created,
- orders to be authorised,
- an easy way of booking a DHL eCommerce courier and printing a consignment note to be made available,
- various return addresses to be matched, depending on the goods group,
- linking goods or documents to the shipment number to be guaranteed,
- the acceptance of goods by the warehouse to be facilitated.



## INTEGRATING MODULES AND DEDICATED IT SOLUTIONS

The current list is available at <http://narzedzia.dhl.pl/pl/serwis/integracje>.

They allow the exchange of information and integration of the software with DHL24.

Thanks to them:

- The DHL24 function service is made directly possible in the customer's application (the creation of shipments and consignment notes, booking a DHL eCommerce courier, information about shipment status)
- All DHL eCommerce products and additional services can be made available and provided

Should you have any questions, please contact us on <https://dhl24.com.pl/DHL2/kontakt.html>



## DHL24 MAIN USER

An excellent solution for multi-branch companies that put emphasis on the correct allocation of the shipping costs to the appropriate branch.

This solution ensures central monitoring of shipments sent by various users.



## SECURE DOCUMENTS

A solution customised for firms that conclude agreements with their customers and expect the consignee's identification and the return of correctly signed documents. It means certainty that documents will reach the correct person and that personal data will be protected.



**All electronic tools presented in the price list are free.**

More information on the electronic tools can be obtained at [dhlecommerce.pl](http://dhlecommerce.pl), from the DHL eCommerce Customer Service Department, or from the DHL eCommerce Commercial Representative.

# SOLUTIONS FOR THE CONSIGNEE

## Other services facilitating the delivery of shipments



### COLLECTION AT A DHL SERVICEPOINT AND DHL LOCKER



The consignee locates the nearest DHL ServicePoint and collects the shipment on their way home from work.

- An online shop customer is able to choose the best place and time to collect their shipment (for some locations also on Saturdays and Sundays).
- The consignee receives notification that the shipment is ready for pick-up.
- The shipment can be collected within 2 calendar days of the notification, at any time during the location's business hours.

### REDIRECT PARCEL



As soon as the shipment is generated by the Sender, consignees can redirect their shipments at [przekieruj.dhlecommerce.pl](https://przekieruj.dhlecommerce.pl).

Without having to get in touch with the sender, the consignee can decide on the most convenient way to redirect the parcel by:

- scheduling the shipment for pick-up at a selected DHL ServicePoint or DHL Locker (pick-up within 2 calendar days, counting from the day following delivery to the location),
- changing the date or address of delivery of a shipment

The consignee can also use the Redirect parcel service to cancel the shipment (stating the reason for the cancellation).

The consignee is notified that he/she may redirect the shipment through the Email/SMS notification service, the Pre-Delivery Information (PDI) service, and when checking the status at [dhlecommerce.pl](https://dhlecommerce.pl).

A mobile-friendly version of the [przekieruj.dhlecommerce.pl](https://przekieruj.dhlecommerce.pl) website is also available.

### EMAIL/SMS NOTIFICATIONS



Free notifications keep the consignee informed about the estimated time of delivery of their shipment. They allow him/her to learn about the DHL courier's unsuccessful attempt to deliver their shipment and to easily redirect the shipment at [przekieruj.dhlecommerce.pl](https://przekieruj.dhlecommerce.pl).

- Email and SMS notifications inform the consignee that the item has shipped, provide the estimated date of delivery and notify them about any unsuccessful attempts to deliver.
- Knowing the approximate time of delivery of the shipment can help the consignee plan their day more effectively.
- Notifications eliminate the need to contact the online store about shipments.

### RETURNS



Ability to ship returns free-of-charge is a crucial argument for the online buyers. They tend to choose offers of the sellers who allow returns at their own expense.

DHL eCommerce offers variety of forms of submitting return labels and shipping returns on both domestic and European markets.

Receivers in Poland can use [www.dhl24.com.pl/zwroty](https://www.dhl24.com.pl/zwroty) portal to submit returns. After inputting the received return label's number, one can check:

- available return shipment options,
- location of the nearest DHL eCommerce point to send a return shipment,
- guide to order a courier online, if the seller provided such an option.

Receivers from abroad use the return manual. It contains the necessary information on how to make a return.

# WE ARE APPRECIATED BY CUSTOMERS AND EXPERTS



## Golden Emblem Consumer Quality Leader 2024

This is our successive Golden Emblem in the Consumer Quality Leader 2024 program. DHL won first place in the "Courier firms" category. As the survey shows, one of the most important elements of the brand's success is awareness among consumers, which in the case of the DHL brand continues to be at a high level.



## Consumer's Golden Laurel 2022

The Polish Złoty Laur Konsumenta (Consumer's Golden Laurel) plebiscite is a tribute to the best products and services. It is also a guide to consumers showing which companies offer the highest quality. Złoty Laur Konsumenta (Consumer's Golden Laurel) is one of the first and the most important certificates of this type in Poland. For many years, a nationwide survey has been answering the question about the most popular products and services in individual categories.



## Trusted Brand 2022

DHL won once again the title of Trusted Brand in the survey carried out by the My Company Polska monthly magazine. Main aim of survey was to choose the brands most trusted by Polish companies.



## Quality International 2021

DHL eCommerce was commended in the QI Order category – highest-quality management. Winning the Quality International Emblem means that as a company we apply the highest management standards, giving us the opportunity to build up a competitive advantage. Quality International is currently the biggest quality competition in Poland, embracing representatives of companies and institutions operating in Poland around the idea of quality management.



## Innovator 2019

DHL eCommerce received the prestigious Innovator Award in the category Transport and Logistics for its innovative approach to logistics infrastructure and comprehensive customer service, as well as responsible digitalization policy.





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

DHL24

[www.dhl24.com.pl](http://www.dhl24.com.pl)

DHL eCommerce Customer Service Department  
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