

# RELIABLE SHIPPING THROUGHOUT GERMANY!



Convince yourself by the market leader in parcel market with more than 3 mio. parcels every day within Germany. You and the recipient of your parcels can profit from a high-performing logistical network that stands for reliability and promptness.

## YOUR ADVANTAGES

- An inclusive liability of up to €500 for every parcel
- High transparency thanks to a comprehensive tracking service
- Fast and nationwide delivery – even on Saturdays
- An inclusive pick up service, six days a week
- Parcel notification via email for the recipients of your shipments
- Return services for every requirement
- About 29.000 points of acceptance all over Germany

## INCREASE YOUR TURNOVER THROUGH BETTER CUSTOMER LOYALTY AND MORE ORDERS

With DHL's recipient services, you can offer your customers maximal flexibility when it comes to receiving their parcels. Your customer can decide when and where he would like to receive his parcel. Your customer is able to pick up his parcel around the clock at any DHL Packstation to change the day of delivery, or to designate a neighbour to receive the parcel, and much more.

## SHIPPING WITH DHL IS EASY

When preparing an item, we have the perfect offer for your individual requirements.

The DHL Business Customer Portal is a particularly straight forward solution. Here you can manage all aspects of your DHL dispatch with one single login. Among the things you can do with this central online access are:

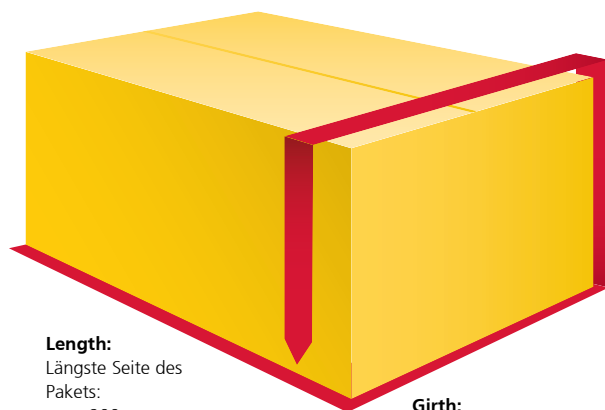
- Plan and prepare your shipment
- Order the collection of your parcel and organize your returns
- Use the tracking service
- View your invoices and order dispatch supplies
- Retrieve product information

As an additional value DHL offers you an individual and comprehensive quality and performance report in the portal.

## DHL IS ALWAYS THERE FOR YOU WITH NUMEROUS, ATTRACTIVE AND FLEXIBLE SERVICES.

Our most important services for you at a glance:

- Online **tracking** available around the clock
- CO<sup>2</sup>-neutral shipping with our **GOGREEN** service
- **Visual Check of Age:** simple, and documented Check of Age when the parcel is delivered
- **Identity and age check:** Verification of ID card and documentation for the defined recipient at delivery
- **Cash on delivery:** Parcels will only be delivered if direct payment is given (€3,500 maximum).
- **The pick-up order system:** offers a flexible way of requesting a parcel pick-up from either yourself or a third party
- Additional **transport insurance:** available for goods worth up to €25,000
- We offer **several pick-up solutions** of your choice



**Length:**  
Längste Seite des Pakets:  
max. 200 cm

**Girth:**  
Längste Seite des Pakets  
+ 2 x Breite+ 2 x Höhe,  
max. 360 cm

**Minimum dimensions**  
Length 15 cm  
Width 11 cm  
Height 1 cm  
Roll-shaped parcels: Diameter 5 cm

**Maximum dimensions**  
200 cm for the longest side  
Girth (L + 2 x W + 2 x H) 360 cm  
Roll-shaped parcels: Diameter 60 cm

**Maximum weight**  
31,5 kg

**Note**

- if the dimensions 120 x 60 x 60 cm are exceeded
- or the maximum dimensions for roll-shaped parcels are exceeded
- or the parcel is packaged inadequately the price of the shipment will increase, or a supplement will be payable.

All data without guarantee. Errors and modifications are subject to change.