

DHL PAKET

YOUR PRICES FOR SERVICES, SURCHARGES AND ADDITIONAL FEES

In completion to your parcel dispatch there are further services available to optimize your shipping requirements. Additionally, in some cases there may be surcharges or additional fees. The overview of prices can be found here:

OPTIONAL SERVICES	SHORT DESCRIPTION	PRICE
Cash on delivery	Delivery on payment of the amount stated on the parcel (maximum € 3,500) in cash, in the name and for the account of the Sender.	€ 7.49
Additional insurance¹	Insurance against damage to goods (loss and damage) for particularly valuable goods beyond the existing liability limit of € 500: - A: Up to € 2,500 - B: Up to € 25,000	A: € 6.99 ² (€ 7.99 from 01.01.2027) B: € 19.99 ² (€ 22.99 from 01.01.2027)
Ident-Check³	Delivery of the goods exclusively to the intended recipient after successful identity check with the ID document presented. Optional check of a minimum age.	€ 2.99
Named person only	The parcel is delivered exclusively to the recipient in person.	€ 1.69
One-Time Code³ (available from 18.01.27)	Delivery only upon presentation of a correct One-Time Code sent from DHL to the recipient in advance.	€ 1.19
Visual check of age	Delivery to a person authorized to receive items pursuant to section 4 par. 2 and 3 of the GT&C Paket/Express National only after checking the minimum age (≥16 or ≥ 18) which in case of doubt has to be proved by means of an official photo document (e.g. identity card, passport or driving license).	€ 1.19
Delivery day	Specification of the delivery date in advance. Parcel must be posted at least two and no more than six business days before the desired delivery date. The requested day may only be a business day (Monday-Saturday)	€ 0.99
No neighbor delivery	The Sender may exclude the alternative delivery to neighbors (until 31.12.26).	€ 0.99
No neighbor delivery⁴	The Sender may exclude the alternative delivery to neighbors, charging only when the shipment is brought to a postal retail outlet, Paketshop or Packstation (from 01.01.27).	€ 1.69
No Packstation⁴ (available from 18.01.27).	Exclusion of delivery to the Packstation, charging only when the shipment is brought to a postal retail outlet or Paketshop.	€ 1.69
Signed for by recipient	Delivery against signature of the recipient or a substitute recipient.	€ 0.19
Retail outlet routing⁵	In case that the recipient cannot be determined at the given address, the undeliverable shipment is provided at the retail outlet closest to the recipient for seven working days; notification by e-mail. Charging only in case the mail item is stored at the retail outlet due to undeliverability. In case of non-collection from the retail outlet, the shipment will be returned by charging of the return fee.	€ 1.99
Parcel recall	Prevention of delivery of parcels that are already in transportation and chargeable return to Sender. - Upon commissioning without conducting a return shipment: - Return charge only if service is performed:	€ 0.00 € 4.50
Immediate return (available from 18.01.27).	No notification after an unsuccessful delivery attempt and immediate return with return charge - Upon booking without conducting a return shipment: - Return charge only if service is performed:	€ 0.00 € 4.50
Second delivery attempt (available from 18.01.27)	Next possible second delivery attempt after unsuccessful first delivery, charging only after second delivery attempt.	€ 2.99
Individual collection order	Pick-up of individual parcels flexible from any address in Germany: Without label printing (DHL Paket, DHL Retoure, DHL Retoure Online) ⁶ - Requested via Post & DHL Business Customer Portal Function Pickup - Requested via call center, fax, or email. With label printing (DHL Retoure with pick-up and label) ⁷ - Requested via Post & DHL Business Customer Portal Function Pickup - Requested via call center, fax, or email.	€ 1.49 € 3.99 € 1.99 € 4.49

¹ Please see current version of the Conditions DHL Paket / DHL Express TI Service (Conditions for Paket/Express TI Service) at:

[dhl.de/vertragsanlagen_en](https://www.dhl.de/vertragsanlagen_en)

² VAT-free as per § 4 UStG.

³ The Sender shall pass the respective recipient's personal data required for the Ident-Check or Einmal-Code service to DHL only in case the Sender is entitled on a legal basis (e.g. with the recipient's consent). In the event of unauthorized disclosure of personal data, the Sender shall release DHL from claims by third parties, in particular by recipients.

⁴ When booking both services 'No neighbor delivery' and 'No Packstation', only one service fee will be charged.

⁵ also called "Parcel Outlet Routing".

⁶ Stated in the billing plus base price for DHL Paket, DHL Retoure, DHL Retoure Online plus Lorry Toll, and CO2-surcharge.

⁷ Stated in the billing plus base price for DHL Retoure with pick-up and label incl. Lorry Toll and CO2-surcharge in the amount of € 6.40.

DISCOUNTS	SHORT DESCRIPTION	REDUCTION
Packstation discount	Discounting of the base price for shipments directly addressed by the sender (in their 'Checkout') to a Packstation. The discount applies to every shipment that lists a Packstation address on the initial label and is delivered to a Packstation.	€ 0.20
Recipient email discount (from 01.01.2027)	A reduction is granted upon provision of a valid email address for recipient communication as part of the shipment data.	€ 0.02

SURCHARGES AND ADDITIONAL FEES	SHORT DESCRIPTION	PRICE
Lorry Toll and CO₂ surcharge	Separately from the parcel price for the applicable products a surcharge will be charged due to state levies with direct relation to our transport service. This concerns the fee for the use of federal highways with heavy commercial vehicles in Germany (LKW Maut-zuschlag) and the additional costs resulting from the federal government's CO ₂ pricing.	€ 0.19
Energy surcharge	Percentage surcharge additional to the parcel price according to current energy price development. For all information concerning amount, calculation, and effect of the surcharge.	See dhl.de/energiezuschlag
Peak surcharge	Surcharge additional to the parcel price, valid in the months of November and December, to ensure necessary investments to build additional capacity in DHL's infrastructure.	€ 0.19
Peak-in-Peak surcharge	Surcharge additional to the parcel price during peak times in in the months of November and December, independently of any additional surcharges (especially the peak surcharge). The exact period will be determined by DHL each year by July 1st and can be viewed at dhl.de/surcharges .	€ 0.50
Creating routing codes	Coding fee for DHL Paket and DHL Retoure, if routing code is not available, incorrect or illegible.	€ 0.49
Shipment data fee (from 01.07.2027)	Charge applied if the electronic shipment data (PAN/EDI data) are not transmitted to DHL within the agreed timeframes. If a tiered pricing model has been agreed, this charge does not apply.	€ 0.49
Return fee for non-deliverable parcels (Section 4, par. 6, of the GT&C Paket/Express National)	This charge is payable for undeliverable DHL parcels, provided that the non-delivery is not attributable to DHL and in all cases where the item is returned in relation to the 'Retail outlet routing' or 'Parcel recall' service ordered by the Sender.	€ 4.50
Lump-sum for ordering shipping materials	Overview of shipping material is available at 'Shipping Material' in the Post & DHL Business Customer Portal: ■ Lump-sum for ordering shipping materials online using the Post & DHL Business Customer Porta ■ Lump-sum for ordering shipping materials using other methods per order	€ 0.00 € 5.00
Expense allowance	For omitted or incorrect weight determination (according to 3.3.5 GCC DHL Paket GK): ■ Supplemental collection fee per parcel (per each item): regularly ■ Lump sum (per each item) in the case of deliberately (intentionally) false information, manipulation For omitted or incorrect weight determination or labeling according to GCC DHL Paket GK for the products DHL Paket, DHL Paketmarke national and DHL Paket production-based billing: ■ Weight correction fee 10 - 20 (per each item) ■ Weight correction fee 20+ (per each item) The following also applies to DHL Paket: ■ Weight correction fee 10 - 20 (per each item) ■ Weight correction fee 20+ (per each item)	€ 2.20 ⁷ € 18.00 ⁷ € 0.49 € 0.49 € 0.99 € 0.99

⁷ This payment is classified as compensation; VAT does not apply.

All prices quoted are in Euros and excluded value added tax (VAT).

The current version of the **General Terms & Conditions of DHL for the (domestic) Parcel/Express Service** shall apply.

DHL Paket is a DHL Paket GmbH product.