

# PRICES FOR SERVICE AND ADDITIONAL FEES

## DHL PAKET – DOMESTIC SHIPMENT

In completion to your parcel dispatch there are further services available to optimize your shipping requirements. In some cases additional fees may apply. The prices for services and additional fees can be found here:

### OPTIONAL SERVICES

<b>Cash on delivery</b>	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
<b>Bulky goods</b>	Parcels weighing up to a maximum of 31.5kg; deviate the standard dimensions (up to a maximum of 200 cm length and 360 cm girth measurement / In tubular form up to max. 200 cm or diameter up to max. 60 cm) or have special packaging (e.g. protruding parts, not dimensionally stable)	€ 21.00
<b>Additional insurance<sup>1</sup></b>	Insurance against damage to goods (loss and damage) for particularly valuable goods beyond the existing liability limit of € 500: <ul style="list-style-type: none"> <li>▪ Up to € 2,500</li> <li>▪ Up to € 25,000</li> </ul>	€ 6.99 <sup>2</sup> € 19.99 <sup>2</sup>
<b>Ident-Check<sup>3</sup></b>	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
<b>Named person only</b>	The parcel is delivered exclusively to the recipient in person or an authorized person.	€ 1.69
<b>Visual check of age</b>	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
<b>Delivery day</b>	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
<b>No neighbor delivery</b>	The Sender may exclude the alternative delivery to neighbors.	€ 0.99
<b>Signed for by recipient</b>	Delivery against signature of the recipient or a substitute recipient.	€ 0.19
<b>Retail outlet routing<sup>4</sup></b>	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
<b>Parcel recall</b>	Prevention of delivery of parcels that are already in transportation and chargeable return to Sender. <ul style="list-style-type: none"> <li>▪ Upon commissioning:</li> <li>▪ Return charge if return is successful:</li> </ul>	€ 0.00 € 4.50
<b>Individual collection order</b>	Pick-up of individual parcels flexible from any address in Germany: Without label printing (DHL Paket, DHL Retoure, DHL Retoure Online) <sup>5</sup> <ul style="list-style-type: none"> <li>▪ Requested via Post &amp; DHL Business Customer Portal Function Pickup</li> <li>▪ Requested via call center, fax, or email.</li> </ul> With label printing (DHL Retoure with pick-up and label) <sup>6</sup> <ul style="list-style-type: none"> <li>▪ Requested via Post &amp; DHL Business Customer Portal Function Pickup</li> <li>▪ Requested via call center, fax, or email.</li> </ul>	€ 1.49 € 3.99 € 1.99 € 4.49

<sup>1</sup> 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)

<sup>2</sup> VAT-free as per § 4 UStG.

<sup>3</sup> The Sender shall pass the recipient's personal data required for the Ident-Check service onto DHL only with the recipient's consent or for legal reasons. In the event of wrongful transfer of personal data, the Sender shall release DHL from claims by third parties, those by the recipient

<sup>4</sup> also called "Parcel Outlet Routing"

<sup>5</sup> Stated in the billing plus base price for DHL Paket, DHL Retoure, DHL Retoure Online plus Lorry Toll, and CO<sub>2</sub>-surcharge

<sup>6</sup> Stated in the billing plus base price for DHL Retoure with pick-up and label incl. Lorry Toll and CO<sub>2</sub>-surcharge in the amount of € 6.40

## ADDITIONAL FEES

<b>Creating routing codes</b>	Coding fee for DHL Paket and DHL Retoure, if routing code is not available, incorrect or illegible.	€ 0.49
<b>Return fee for non-deliverable parcels</b> (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
<b>Lump-sum for ordering shipping materials</b>	Overview of shipping material is available at 'Shipping Material' in the Post & DHL Business Customer Portal:	
	<ul style="list-style-type: none"> <li>▪ Lump-sum for ordering shipping materials online using the Post &amp; DHL Business Customer Portal</li> <li>▪ Lump-sum for ordering shipping materials using other methods per order</li> </ul>	<p>€ 0.00</p> <p>€ 5.00</p>
<b>Expense allowance</b>	For omitted or incorrect weight determination (according to 3.3.5 GCC DHL Paket GK):	
	<ul style="list-style-type: none"> <li>▪ Supplemental collection fee per parcel (per each item): regularly</li> <li>▪ Lump sum (per each item) in the case of deliberately (intentionally) false information, manipulation</li> </ul>	<p>€ 2.20<sup>7</sup></p> <p>€ 18.00<sup>7</sup></p>
	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:	
	<ul style="list-style-type: none"> <li>▪ Labeling fee 10 - 20 (per each item)</li> <li>▪ Labeling fee 20+ (per each item)</li> </ul>	<p>€ 0.49</p> <p>€ 0.49</p>
	The following also applies to DHL Paket:	
	<ul style="list-style-type: none"> <li>▪ Weight correction fee 10 - 20 (per each item)</li> <li>▪ Weight correction fee 20+ (per each item)</li> </ul>	<p>€ 0.99</p> <p>€ 0.99</p>

<sup>7</sup> 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

Further information regarding our products and services can be found at: [dhl.de/businesscustomers](https://www.dhl.de/businesscustomers)

Our **DHL Customer Service** can be reached (Mondays to Fridays 8 am - 8 pm) at **+49 (0)228 28609800**