



DHL KLEINPAKET (VALID FROM 01.01.2025)

PRICES FOR SERVICES

Numerous additional services are available when shipping with DHL Kleinpaket, so whatever your needs we've the right service for you.

PRICES FOR SERVICES

Retail outlet routing	In case that the recipient cannot be determined at the given address, the undeliverable DHL Kleinpaket is provided at the retail outlet closest to the recipient for seven working days; notification by e-mail. Charging only in case the shipment is stored at the retail outlet due to undeliverability	€ 1.49
GoGreen	If GoGreen is used, all your domestic DHL Kleinpakete (small parcels) will be sent CO ₂ e compensated through investments in climate protection projects	€ 0.01
Parcel recall (from 01.03.2025)	Possibility to stop the DHL Kleinpaket throughout Germany even after it has been handed over to DHL, e.g. if you suspect payment. It can only be stopped if it has not been loaded into the delivery vehicle. <ul style="list-style-type: none">▪ Upon commissioning: € 0.00▪ Return charge if return is successful: € 2.00	

ADDITIONAL FEES

Return fee	This charge is payable for undeliverable DHL Kleinpaket, provided that the non-delivery is not attributable to DHL and in all cases where the shipment is returned in relation to the „Retail outlet routing“ service ordered by the sender, e.g. if the shipment is not picked in the retail outlet by the recipient	€ 2.00
Lump-sum for ordering shipping materials	An overview of shipping material is available at “Shipping Material” in the Post & DHL Business Customer Portal; currently: <ul style="list-style-type: none">▪ Lump-sum for ordering shipping materials online using the Post & DHL Business Customer Portal▪ Lump-sum for ordering shipping materials using e-mail	No surcharge € 5.00 per order
Expense allowance	For omitted or incorrect weight determination according to this agreement: <ul style="list-style-type: none">▪ Supplemental collection fee per parcel (per each item): regularly € 2.00▪ Lump sum (per each item) in the case of deliberately (intentionally) false information, manipulation € 18.00	
Energy surcharge	Percentage surcharge additional to the shipment price according to current energy price development. For all information concerning amount, calculation, and effect of the surcharge,	see dhl.de/energysurcharge
Peak surcharge	Surcharge additional to the shipment price, valid in the months of November and December, to ensure necessary investments to build additional capacity in DHL's infrastructure	€ 0.19

Prices plus statutory VAT.

The current version of the **GT&CS PAKET/EXPRESS NATIONAL** shall apply. DHL Kleinpaket is a product of DHL Paket GmbH.