



# DHL PAKET

## YOUR PRICES FOR SERVICE AND ADDITIONALE FEES

In completion to your parcel dispatch there are further services available to optimize your shipping requirements.

### PRICES FOR 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>Additional insurance <sup>1</sup></b>	Insurance beyond the existing insurance limit of 500 euro <ul style="list-style-type: none"> <li>Up to € 2.500</li> <li>Up to € 25.000</li> </ul>	€ 6.99 €19.99
<b>Ident-check</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 2 and no more than 6 busi-ness days before the desired delivery date. The requested day may only be a business day (Mon-Sat)	€ 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</b>	This fee will be charged only if the mail item is stored at the retail outlet due to non-delivery (the recipient cannot be determined at the given address)	€ 1.99
<b>Parcel recall</b>	Upon commissioning: Return charge if return is successful:	€ 0.00 € 4.00
<b>GOGREEN</b>	CO <sub>2</sub> e compensated shipping through investments in climate protection projects	€ 0.02
<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>2</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>3</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

### ADDITIONAL FEES

<b>Lorry Toll and CO<sub>2</sub> surcharge</b>	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 Mautzuschlag) and the additional costs resulting from the federal government's CO <sub>2</sub> pricing.	€ 0.18 (€ 0.19 as of 01.01.2025)
<b>Energy surcharge</b>	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 <a href="https://www.dhl.de/energysurcharge">dhl.de/energysurcharge</a>
<b>Peak surcharge</b>	Surcharge additional to the parcel price, valid in the months of November and December, to ensure necessary investments in DHL's infrastructure	€ 0.19
<b>Creating routing codes</b>	Coding fee, if routing code is not available, incorrect or illegible	€ 0.49
<b>Return fee for non-deliverable parcels</b>	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 (Section 4, par. 6, of the GT&C Paket/Express National)	€ 4.00
<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>	no extra charge € 5.00
<b>Expense allowance</b>	For omitted or incorrect weight determination according to this agreement: <ul style="list-style-type: none"> <li>Supplemental collection fee per parcel (per each item) national/international: regularly</li> <li>Lump sum (per each item) national/international in the case of deliberately (intentionally) false information, manipulation</li> </ul>	€ 2.00 € 18.00

<sup>1</sup> VAT-free as per § 4 UstG.

<sup>2</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>3</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 without GoGreen / € 6.42 incl. GoGreen

Prices plus parcel fee and statutory VAT. The current version of the GT&C of DHL Parcel/Express Domestic shall apply. DHL Paket is a DHL Paket GmbH product.