

OPTIONAL SERVICES

DHL Express offers a wide range of optional services – from non-standard deliveries and billing options to climate neutral shipping. You have the flexibility to choose the best service for your needs with our express delivery services worldwide.

Name	Description	How we charge	Additional Charge
<b>Duties and Taxes Paid</b>	DHL Express can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever the shipper requests that duties, taxes or other regulatory fees be paid outside of the destination country.	Per shipment	15.00 CAD
<b>Dedicated Pickup</b>	If your business needs a dedicated vehicle to collect unusual shipments or a pickup outside normal business hours, we can arrange this for you.	Per shipment	20.00 CAD
<b>Shipment Preparation</b>	This is a convenient, fast and reliable service for seasonal or irregular shipments that require extra resources for their preparation. DHL manages the entire process of waybill preparation, content selection, labelling and packaging, then sends the shipments to the designated domestic or international business addresses.	Per shipment	10.00 CAD
<b>Saturday Delivery</b>	We offer Saturday delivery services to key cities in more than 70 Countries.	Per shipment	20.00 CAD
<b>Shipment Value Protection</b>	We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss.	By shipment value	3.25 CAD or 3.25% of shipment value if higher
<b>Extended Liability</b>	If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend the DHL standard liability with this service. It provides coverage and compensation in the case of loss or damage.	Per shipment	3.25 CAD
<b>Direct Signature</b>	If you are sending sensitive documents or high value contents you can request DHL to obtain a direct signature from the consignee or a representative at the delivery address. DHL will ensure your shipment is not re-directed, or delivered at an alternative address.	Per shipment	3.95 CAD
<b>Residential Address</b>	Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website.	Per shipment	3.75 CAD
<b>GoGreen Climate Neutral</b>	This service is for customers who need a reliable method to calculate their annual carbon emissions at a shipment level and subsequently offset these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the United Nations. DHL can also provide reports for either a high level estimate or a detailed carbon footprint. Please contact Customer Service or your Sales Representative to learn more.	Per shipment	0.125 CAD/kg 0.20 CAD minimum per shipment
<b>Importer of Record (IOR)</b>	This service allows the shipper to send a dutiable shipment to the receiver, with the duties and taxes invoiced to a third party at destination acting as the nominated Importer of Record (IOR). The customs invoice must indicate the importer's billing details in addition to the receiver's shipping address.	Per shipment	15.00 CAD
<b>Printed Invoice</b>	This service is for customers who require a paper invoice where e-billing is the agreed standard. This service provides flexibility for a different invoicing method than what is already agreed.	Per invoice	15.00 CAD
<b>Change of Billing</b>	At the account holder's request, a change in billing can be applied by crediting one invoice and then re-invoicing the same amount to an account number other than the one marked on the waybill.	Per invoice	11.00 CAD
<b>Neutral Delivery</b>	This service allows for the delivery of non-document shipments, without any value of the product being shared or exposed to the receiver, since the commercial invoice is removed prior to delivery.	Per shipment	20.00 CAD

## SURCHARGES

In order to maintain a consistently high level of service, in specific circumstances DHL Express levies a surcharge for exceptional activities, ensuring that these surcharges are fair for all of our customers.

Name	Description	How we charge	Additional Charge
<b>Remote Area</b>	This surcharge applies when a shipment is collected from, or delivered to a location that is distant or difficult to serve. The Remote Area surcharge applies to international and domestic shipments.	Per shipment	30.00 CAD per shipment or 0.66 CAD per kg and 0.30 CAD per lb, if higher
<b>Overweight Piece</b>	A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70 kg. The Overweight Piece surcharge applies to domestic and international shipments.	Per piece	120.00 CAD
<b>Oversize Piece</b>	This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 120cm. The Oversize Piece surcharge applies to domestic and international shipments.	Per piece	120.00 CAD
<b>Non-Stackable Pallet</b>	This fixed surcharge is applied to every pallet within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging. This surcharge applies to domestic and international shipments.	Per pallet	220.00 CAD
<b>Dangerous Goods</b>	Under some circumstances, DHL can carry acceptable quantities of dangerous goods or hazardous materials. Packages containing dangerous goods or hazardous materials will be assessed a service charge. Additional charges may also apply.		
<b>Full Dangerous Goods</b>		Per shipment	65.00 CAD
<b>Consumer Goods ID8000</b>		Per shipment	30.00 CAD
<b>Dangerous Goods in Excepted Quantities</b>	This fixed surcharge is applied per shipment when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	Per shipment	10.00 CAD
<b>Dry Ice UN1845</b>	A service charge will be applied for the handling and transportation of Dry Ice UN1845, which is used as a freezing agent for non-dangerous goods.	Per shipment	5.00 CAD
<b>Lithium Batteries</b>	A surcharge may apply per shipment when the handling and transportation of shipments involves Lithium Ion or Lithium Metal batteries compliant with the appropriate IATA Packing Instructions 966, 967, 969 and 970, Section II.		
<b>Lithium Batteries Section II (PI966, PI969)</b>		Per shipment	10.00 CAD
<b>Lithium Batteries Section I, II (PI965)</b>		Per shipment	65.00 CAD
<b>Address Correction</b>	This fixed surcharge is applied to any shipment that has an incorrect delivery address at the time of pickup and the delivery cannot be fulfilled after making efforts at the destination to determine the correct address. This surcharge applies to domestic and international shipments.	Per shipment	14.00 CAD
<b>Data Entry</b>	This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills. Electronic shipping documentation incurs no additional charges.	Per shipment	10.00 CAD
<b>Restricted Destination</b>	A surcharge applies when shipping to a destination country that is subject to trade restrictions imposed by the UN Security Council. Countries in scope: Central African Republic, Democratic Republic of Congo, Iran, Iraq, North Korea, Lebanon, Libya, Somalia, Syria, and Yemen.	Per shipment	30.00 CAD
<b>Elevated Risk</b>	A surcharge is applied when shipping to a destination country, DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism. Destination countries affected: Afghanistan, Iraq, Libya, Mali, Niger, Sudan, Syria and Yemen.	Per shipment	20.00 CAD

## CUSTOMS SERVICES

DHL Express is the international specialist in shipping, with extensive knowledge and experience of dealing with customs topics worldwide. For your peace of mind, we provide a wide range of customs support for standard as well as non-routine customs-clearance processes. By making sure that clearance is a smooth and efficient process, we ensure your shipments arrive as quickly as possible, and leave you free to focus on your core business. With our online tool ([tas.dhl.com](http://tas.dhl.com)) we provide essential customs information to help you prepare your shipments.

Name	Description	How we charge	Additional Charge
<b>Transaction Fee</b>	The transaction charge is added to any import shipment where DHL Express (Canada) has to collect the duties and taxes on delivery.	Per shipment	5.25 CAD
<b>Processing Fee</b>	A service charge is applied to any import of a non-document shipment for which DHL advances to Customs any duties, charge or taxes and then re-bills the receiver.	Per shipment	11.25 CAD or 2.5% of value of duties & taxes, if higher
<b>Broker Notification</b>	At the customer's request, DHL will provide the necessary paperwork to the customer's designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed. DHL is subsequently not responsible for the timeliness of the submission to customs or for the release of the shipment.	Per shipment	15.00 CAD
<b>Bonded Storage</b>	Storage charges apply when the shipment cannot be released by customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.	Per shipment, per day after 2 calendar days	Minimum 7.50 CAD and 0.20 CAD/kg per shipment (after 2 days)
<b>Clearance Data Modification</b>	DHL may add or modify data declared to customs authorities for clearance purposes such as declared values, classification of the goods, and importer details, based on documentary evidence gathered from or confirmed by the importer or exporter and only upon request by customs authorities or at the request of the importer/exporter.	Per shipment	75.00 CAD
<b>Multiline Entry</b>	A service charge will be assessed for multiline item entries with more than five lines. An example would be – one shipment with multiple products or multiple invoices. All products require identification and must be classified under separate harmonized tariff numbers.	Per line item	4.50 CAD/line with a maximum of 36.00 CAD/entry
<b>Release to Broker</b>	At shipper or importer request, the release of a DHL Express shipment to the customer's designated customs broker of choice. DHL will transfer the responsibility for a shipment and related customs documentation to the customer's nominated broker for clearance and last mile delivery.	Per shipment	60.00 CAD
<b>Other Governmental Agency</b>	At importers request, DHL may arrange and prepare related paperwork for any bio, health, phytosanitary, veterinary, quarantine, CITES or similar control procedures required by a regulatory authority, to facilitate the clearance of a shipment into a country or Customs Union. The agency charges will subsequently be invoiced to the importer.	Per shipment	16.00 CAD
<b>Permits and Licenses</b>	To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser CD players, cosmetics, eyeglasses, food and food products, DHL is required to file specific information in order to obtain the required import permits or licenses. The charge applies to the duty and taxes payer.	Per shipment	20.00 CAD

Valid: January 1, 2020

All services may not be available in all areas.

Services are subject to DHL Terms and Conditions, as published at [logistics.dhl.com](http://logistics.dhl.com) and/or as set forth on the waybill of the country of origin.