

TIME DEFINITE

DHL Express Singapore
DHL EXPRESS WORLDWIDE EXPORT

Documents up to 2.0 KG

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	8.45	11.84	15.09	20.93	22.10	23.60	39.17	46.00
1.0	12.31	17.95	23.62	30.38	32.31	34.25	56.84	70.35
1.5	15.21	23.01	31.35	39.35	42.37	44.77	74.05	99.28
2.0	18.11	28.07	39.08	48.32	52.43	55.29	91.26	128.21

Non-documents from 0.5 KG & Documents from 2.5 KG

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	13.70	18.09	18.63	26.12	28.38	29.74	48.37	75.62
1.0	14.90	21.91	25.31	33.47	36.39	38.10	63.15	100.89
1.5	17.35	25.77	32.24	40.96	44.76	47.06	77.85	126.06
2.0	19.80	29.63	39.17	48.45	53.13	56.02	92.55	151.23
2.5	22.50	34.09	46.19	58.68	63.50	68.04	115.30	180.26
3.0	26.20	38.31	54.07	65.87	71.43	76.37	133.92	205.06
3.5	29.90	42.53	61.95	73.06	79.36	84.70	152.54	229.86
4.0	33.60	46.75	69.83	80.25	87.29	93.03	171.16	254.66
4.5	37.30	50.97	77.71	87.44	95.22	101.36	189.78	279.46
5.0	41.00	55.19	85.59	94.63	103.15	109.69	208.40	304.26
5.5	42.34	57.32	90.16	100.02	109.91	116.43	218.54	318.69
6.0	43.68	59.45	94.73	105.41	116.67	123.17	228.68	333.12
6.5	45.02	61.58	99.30	110.80	123.43	129.91	238.82	347.55
7.0	46.36	63.71	103.87	116.19	130.19	136.65	248.96	361.98
7.5	47.70	65.84	108.44	121.58	136.95	143.39	259.10	376.41
8.0	49.04	67.97	113.01	126.97	143.71	150.13	269.24	390.84
8.5	50.38	70.10	117.58	132.36	150.47	156.87	279.38	405.27
9.0	51.72	72.23	122.15	137.75	157.23	163.61	289.52	419.70
9.5	53.06	74.36	126.72	143.14	163.99	170.35	299.66	434.13
10.0	54.40	76.49	131.29	148.53	170.75	177.09	309.80	448.56
10.5	55.59	77.35	133.77	151.95	173.93	181.16	315.20	451.80
11.0	56.78	78.21	136.25	155.37	177.11	185.23	320.60	455.04
11.5	57.97	79.07	138.73	158.79	180.29	189.30	326.00	458.28
12.0	59.16	79.93	141.21	162.21	183.47	193.37	331.40	461.52
12.5	60.35	80.79	143.69	165.63	186.65	197.44	336.80	464.76
13.0	61.54	81.65	146.17	169.05	189.83	201.51	342.20	468.00
13.5	62.73	82.51	148.65	172.47	193.01	205.58	347.60	471.24
14.0	63.92	83.37	151.13	175.89	196.19	209.65	353.00	474.48
14.5	65.11	84.23	153.61	179.31	199.37	213.72	358.40	477.72
15.0	66.30	85.09	156.09	182.73	202.55	217.79	363.80	480.96
15.5	67.49	85.95	158.57	186.15	205.73	221.86	369.20	484.20
16.0	68.68	86.81	161.05	189.57	208.91	225.93	374.60	487.44
16.5	69.87	87.67	163.53	192.99	212.09	230.00	380.00	490.68
17.0	71.06	88.53	166.01	196.41	215.27	234.07	385.40	493.92
17.5	72.25	89.39	168.49	199.83	218.45	238.14	390.80	497.16
18.0	73.44	90.25	170.97	203.25	221.63	242.21	396.20	500.40
18.5	74.63	91.11	173.45	206.67	224.81	246.28	401.60	503.64
19.0	75.82	91.97	175.93	210.09	227.99	250.35	407.00	506.88
19.5	77.01	92.83	178.41	213.51	231.17	254.42	412.40	510.12
20.0	78.20	93.69	180.89	216.93	234.35	258.49	417.80	513.36
20.5	79.48	95.72	185.08	220.81	238.87	262.67	424.53	527.06
21.0	80.76	97.75	189.27	224.69	243.39	266.85	431.26	540.76
21.5	82.04	99.78	193.46	228.57	247.91	271.03	437.99	554.46
22.0	83.32	101.81	197.65	232.45	252.43	275.21	444.72	568.16
22.5	84.60	103.84	201.84	236.33	256.95	279.39	451.45	581.86
23.0	85.88	105.87	206.03	240.21	261.47	283.57	458.18	595.56
23.5	87.16	107.90	210.22	244.09	265.99	287.75	464.91	609.26
24.0	88.44	109.93	214.41	247.97	270.51	291.93	471.64	622.96
24.5	89.72	111.96	218.60	251.85	275.03	296.11	478.37	636.66
25.0	91.00	113.99	222.79	255.73	279.55	300.29	485.10	650.36
25.5	92.28	116.02	226.98	259.61	284.07	304.47	491.83	664.06
26.0	93.56	118.05	231.17	263.49	288.59	308.65	498.56	677.76
26.5	94.84	120.08	235.36	267.37	293.11	312.83	505.29	691.46
27.0	96.12	122.11	239.55	271.25	297.63	317.01	512.02	705.16
27.5	97.40	124.14	243.74	275.13	302.15	321.19	518.75	718.86
28.0	98.68	126.17	247.93	279.01	306.67	325.37	525.48	732.56
28.5	99.96	128.20	252.12	282.89	311.19	329.55	532.21	746.26
29.0	101.24	130.23	256.31	286.77	315.71	333.73	538.94	759.96
29.5	102.52	132.26	260.50	290.65	320.23	337.91	545.67	773.66
30.0	103.80	134.29	264.69	294.53	324.75	342.09	552.40	787.36

Multiplier rate per 1 KG from 30.1 KG

From	To	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
30.1	70	2.95	4.04	7.53	9.41	10.37	10.73	17.94	25.88
70.1	300	2.90	4.01	7.42	9.35	10.22	10.60	17.80	25.72
300.1	99,999	3.20	4.42	8.18	10.33	11.28	11.70	19.66	28.45

Premium 9:00: add 40.00 SGD to the DHL EXPRESS WORLDWIDE EXPORT rate

Premium 10:30: add 25.00 SGD to the DHL EXPRESS WORLDWIDE EXPORT rate

Premium 12:00: add 20.00 SGD to the DHL EXPRESS WORLDWIDE EXPORT rate

• All Rates stated here are in SGD. Customs duties, taxes, fuel surcharge, services charges and clearance-related charges and any other fees (where applicable) are not included in the tariffs.
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TIME DEFINITE



DHL Express Singapore DHL EXPRESS WORLDWIDE IMPORT

Documents up to 2.0 KG

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	9.91	13.89	17.71	24.56	25.93	27.70	45.96	53.97
1.0	14.44	21.06	27.72	35.65	37.90	40.19	66.70	82.54
1.5	17.85	26.99	36.79	46.17	49.70	52.53	86.90	116.48
2.0	21.26	32.92	45.86	56.69	61.50	64.87	107.10	150.42

Non-documents from 0.5 KG & Documents from 2.5 KG

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	16.08	21.23	21.86	30.65	33.30	34.89	56.76	88.73
1.0	17.49	25.71	29.70	39.28	42.70	44.69	74.10	118.38
1.5	20.37	30.24	37.83	48.06	52.52	55.20	91.35	147.91
2.0	23.25	34.77	45.96	56.84	62.34	65.71	108.60	177.44
2.5	26.41	40.01	54.19	68.84	74.50	79.81	135.29	211.50
3.0	30.75	44.96	63.44	77.27	83.80	89.59	157.14	240.60
3.5	35.09	49.91	72.69	85.70	93.10	99.37	178.99	269.70
4.0	39.43	54.86	81.94	94.13	102.40	109.15	200.84	298.80
4.5	43.77	59.81	91.19	102.56	111.70	118.93	222.69	327.90
5.0	48.11	64.76	100.44	110.99	121.00	128.71	244.54	357.00
5.5	49.68	67.26	105.80	117.31	128.93	136.62	256.44	373.93
6.0	51.25	69.76	111.16	123.63	136.86	144.53	268.34	390.86
6.5	52.82	72.26	116.52	129.95	144.79	152.44	280.24	407.79
7.0	54.39	74.76	121.88	136.27	152.72	160.35	292.14	424.72
7.5	55.96	77.26	127.24	142.59	160.65	168.26	304.04	441.65
8.0	57.53	79.76	132.60	148.91	168.58	176.17	315.94	458.58
8.5	59.10	82.26	137.96	155.23	176.51	184.08	327.84	475.51
9.0	60.67	84.76	143.32	161.55	184.44	191.99	339.74	492.44
9.5	62.24	87.26	148.68	167.87	192.37	199.90	351.64	509.37
10.0	63.81	89.76	154.04	174.19	200.30	207.81	363.54	526.30
10.5	65.21	90.77	156.96	178.20	204.03	212.59	369.87	530.10
11.0	66.61	91.78	159.88	182.21	207.76	217.37	376.20	533.90
11.5	68.01	92.79	162.80	186.22	211.49	222.15	382.53	537.70
12.0	69.41	93.80	165.72	190.23	215.22	226.93	388.86	541.50
12.5	70.81	94.81	168.64	194.24	218.95	231.71	395.19	545.30
13.0	72.21	95.82	171.56	198.25	222.68	236.49	401.52	549.10
13.5	73.61	96.83	174.48	202.26	226.41	241.27	407.85	552.90
14.0	75.01	97.84	177.40	206.27	230.14	246.05	414.18	556.70
14.5	76.41	98.85	180.32	210.28	233.87	250.83	420.51	560.50
15.0	77.81	99.86	183.24	214.29	237.60	255.61	426.84	564.30
15.5	79.21	100.87	186.16	218.30	241.33	260.39	433.17	568.10
16.0	80.61	101.88	189.08	222.31	245.06	265.17	439.50	571.90
16.5	82.01	102.89	192.00	226.32	248.79	269.95	445.83	575.70
17.0	83.41	103.90	194.92	230.33	252.52	274.73	452.16	579.50
17.5	84.81	104.91	197.84	234.34	256.25	279.51	458.49	583.30
18.0	86.21	105.92	200.76	238.35	259.98	284.29	464.82	587.10
18.5	87.61	106.93	203.68	242.36	263.71	289.07	471.15	590.90
19.0	89.01	107.94	206.60	246.37	267.44	293.85	477.48	594.70
19.5	90.41	108.95	209.52	250.38	271.17	298.63	483.81	598.50
20.0	91.81	109.96	212.44	254.39	274.90	303.41	490.14	602.30
20.5	93.31	112.34	217.35	258.94	280.20	308.32	498.03	618.38
21.0	94.81	114.72	222.26	263.49	285.50	313.23	505.92	634.46
21.5	96.31	117.10	227.17	268.04	290.80	318.14	513.81	650.54
22.0	97.81	119.48	232.08	272.59	296.10	323.05	521.70	666.62
22.5	99.31	121.86	236.99	277.14	301.40	327.96	529.59	682.70
23.0	100.81	124.24	241.90	281.69	306.70	332.87	537.48	698.78
23.5	102.31	126.62	246.81	286.24	312.00	337.78	545.37	714.86
24.0	103.81	129.00	251.72	290.79	317.30	342.69	553.26	730.94
24.5	105.31	131.38	256.63	295.34	322.60	347.60	561.15	747.02
25.0	106.81	133.76	261.54	299.89	327.90	352.51	569.04	763.10
25.5	108.31	136.14	266.45	304.44	333.20	357.42	576.93	779.18
26.0	109.81	138.52	271.36	308.99	338.50	362.33	584.82	795.26
26.5	111.31	140.90	276.27	313.54	343.80	367.24	592.71	811.34
27.0	112.81	143.28	281.18	318.09	349.10	372.15	600.60	827.42
27.5	114.31	145.66	286.09	322.64	354.40	377.06	608.49	843.50
28.0	115.81	148.04	291.00	327.19	359.70	381.97	616.38	859.58
28.5	117.31	150.42	295.91	331.74	365.00	386.88	624.27	875.66
29.0	118.81	152.80	300.82	336.29	370.30	391.79	632.16	891.74
29.5	120.31	155.18	305.73	340.84	375.60	396.70	640.05	907.82
30.0	121.81	157.56	310.64	345.39	380.90	401.61	647.94	923.90

Multiplier rate per 1 KG from 30.1 KG

From	To	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
30.1	70	3.46	4.75	8.84	11.05	12.17	12.59	21.05	30.37
70.1	300	3.41	4.71	8.70	10.98	12.00	12.44	20.89	30.18
300.1	99,999	3.76	5.19	9.61	12.12	13.24	13.73	23.07	33.38

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DHL Express Singapore

DHL EXPRESS INTERNATIONAL EXPORT ZONING & IMPORT ZONING

Countries & Territories	Zone	Countries & Territories	Zone	Countries & Territories	Zone	Countries & Territories	Zone
Afghanistan (AF)	8	Dominican Rep. (DO)	8	Liberia (LR)	8	Samoa (WS)	8
Albania (AL)	7	Ecuador (EC)	8	Libya (LY)	8	San Marino (SM)	5
Algeria (DZ)	8	Egypt (EG)	7	Liechtenstein (LI)	5	Sao Tome And Principe (ST)	8
American Samoa (AS)	8	El Salvador (SV)	8	Lithuania (LT)	5	Saudi Arabia (SA)	7
Andorra (AD)	5	Eritrea (ER)	8	Luxembourg (LU)	5	Senegal (SN)	8
Angola (AO)	8	Estonia (EE)	5	Macau SAR China (MO)	2	Serbia, Rep. Of (RS)	7
Anguilla (AI)	8	Eswatini (SZ)	8	Madagascar (MG)	8	Seychelles (SC)	8
Antigua (AG)	8	Ethiopia (ET)	8	Malawi (MW)	8	Sierra Leone (SL)	8
Argentina (AR)	8	Falkland Islands (FK)	8	Malaysia (MY)	1	Slovakia (SK)	5
Armenia (AM)	8	Faroe Islands (FO)	8	Maldives (MV)	8	Slovenia (SI)	5
Aruba (AW)	8	Fiji (FJ)	8	Mali (ML)	8	Solomon Islands (SB)	8
Australia (AU)	3	Finland (FI)	5	Malta (MT)	5	Somalia (SO)	8
Austria (AT)	5	France (FR)	5	Mariana Islands (MP)	8	Somaliland, Rep Of (XS)	8
Azerbaijan (AZ)	8	French Guyana (GF)	8	Marshall Islands (MH)	8	South Africa (ZA)	7
Bahamas (BS)	8	Gabon (GA)	8	Martinique (MQ)	8	South Sudan (SS)	8
Bahrain (BH)	7	Gambia (GM)	8	Mauritania (MR)	8	Spain (ES)	5
Bangladesh (BD)	4	Georgia (GE)	8	Mauritius (MU)	8	Sri Lanka (LK)	4
Barbados (BB)	8	Germany (DE)	5	Mayotte (YT)	8	St. Barthelemy (XY)	8
Belarus (BY)	8	Ghana (GH)	8	Mexico (MX)	6	St. Eustatius (XE)	8
Belgium (BE)	5	Gibraltar (GI)	7	Micronesia (FM)	8	St. Kitts (KN)	8
Belize (BZ)	8	Greece (GR)	5	Moldova, Rep. Of (MD)	8	St. Lucia (LC)	8
Benin (BJ)	8	Greenland (GL)	8	Monaco (MC)	5	St. Maarten (XM)	8
Bermuda (BM)	8	Grenada (GD)	8	Mongolia (MN)	8	St. Vincent (VC)	8
Bhutan (BT)	8	Guadeloupe (GP)	8	Montenegro, Rep Of (ME)	7	Sudan (SD)	8
Bolivia (BO)	8	Guam (GU)	8	Montserrat (MS)	8	Suriname (SR)	8
Bonaire (XB)	8	Guatemala (GT)	8	Morocco (MA)	8	Sweden (SE)	5
Bosnia & Herzegovina(BA)	7	Guernsey (GG)	7	Mozambique (MZ)	8	Switzerland (CH)	5
Botswana (BW)	8	Guinea Rep. (GN)	8	Myanmar (MM)	4	Syria (SY)	8
Brazil (BR)	8	Guinea-Bissau (GW)	8	Namibia (NA)	8	Tahiti (PF)	8
Brunei (BN)	2	Guinea-Equatorial (GQ)	8	Nauru, Rep. Of (NR)	8	Taiwan (TW)	2
Bulgaria (BG)	5	Guyana (British) (GY)	8	Nepal (NP)	4	Tajikistan (TJ)	8
Burkina Faso (BF)	8	Haiti (HT)	8	Netherlands, The (NL)	5	Tanzania (TZ)	8
Burundi (BI)	8	Honduras (HN)	8	Nevis (XN)	8	Thailand (TH)	2
Cambodia (KH)	4	Hong Kong SAR China (HK)	2	New Caledonia (NC)	8	Timor-Leste (TL)	8
Cameroon (CM)	8	Hungary (HU)	5	New Zealand (NZ)	3	Togo (TG)	8
Canada (CA)	6	Iceland (IS)	8	Nicaragua (NI)	8	Tonga (TO)	8
Canary Islands, The (IC)	7	India (IN)	3	Niger (NE)	8	Trinidad And Tobago (TT)	8
Cape Verde (CV)	8	Indonesia (ID)	2	Nigeria (NG)	8	Tunisia (TN)	8
Cayman Islands (KY)	8	Iran (IR)	8	Niue (NU)	8	Turkey (TR)	7
Central African Rep(CF)	8	Iraq (IQ)	8	North Macedonia (MK)	7	Turkmenistan (TM)	8
Chad (TD)	8	Ireland, Rep. Of (IE)	5	Norway (NO)	5	Turks & Caicos (TC)	8
Chile (CL)	8	Israel (IL)	7	Oman (OM)	7	Tuvalu (TV)	8
China (CN) *1	2	Italy (IT)	5	Pakistan (PK)	4	USA (US)	6
China (CN) *2	3	Jamaica (JM)	8	Palau (PW)	8	Uganda (UG)	8
Colombia (CO)	8	Japan (JP)	3	Panama (PA)	8	Ukraine (UA)	8
Comoros (KM)	8	Jersey (JE)	7	Papua New Guinea (PG)	4	United Arab Emirates (AE)	7
Congo (CG)	8	Jordan (JO)	7	Paraguay (PY)	8	United Kingdom (GB)	5
Congo, DPR (CD)	8	Kazakhstan (KZ)	8	Peru (PE)	8	Uruguay (UY)	8
Cook Islands (CK)	8	Kenya (KE)	8	Philippines, The (PH)	2	Uzbekistan (UZ)	8
Costa Rica (CR)	8	Kiribati (KI)	8	Poland (PL)	5	Vanuatu (VU)	8
Cote D Ivoire (CI)	8	Korea, Rep. Of (KR)	2	Portugal (PT)	5	Vatican City (VA)	5
Croatia (HR)	5	Korea, D.P.R Of (KP)	8	Puerto Rico (PR)	8	Venezuela (VE)	8
Cuba (CU)	8	Kosovo (KV)	7	Qatar (QA)	7	Vietnam (VN)	2
Curacao (XC)	8	Kuwait (KW)	7	Reunion, Island Of (RE)	8	Virgin Islands-British (VG)	8
Cyprus (CY)	5	Kyrgyzstan (KG)	8	Romania (RO)	5	Virgin Islands-US (VI)	8
Czech Rep., The (CZ)	5	Laos (LA)	4	Russian Federation (RU)	8	Yemen, Rep. Of (YE)	8
Denmark (DK)	5	Latvia (LV)	5	Rwanda (RW)	8	Zambia (ZM)	8
Djibouti (DJ)	8	Lebanon (LB)	8	Saint Helena (SH)	8	Zimbabwe (ZW)	8
Dominica (DM)	8	Lesotho (LS)	8				

Countries & Territories

Service Area

China (CN) *1 Guangzhou (CAN), Dongguan (DGM), Fuzhou (FOC), South China Area (HAK), Chaoshan & Huizhou (SWA), Shenzhen (SZX), Fujian Province (XMN), Zhujiang Delta Area (ZUH), Henan Province (CGO)

China (CN) *2 Rest of China (CN)

SERVICES AND SURCHARGES



DHL Express Singapore Services and Surcharges

SURCHARGES

Name	Description	Price Mechanism	Net Charge	Products Applicable	Origin Applicable	Destination Applicable
EMERGENCY SITUATION	Applies in exceptional cases when DHL is required to recover costs associated with temporary emergency situations beyond DHL's control which could not be reasonably anticipated at the commencement of this Agreement. (Any specific net rates shown on this rate card are valid at the time of printing only and are subject to change by DHL. For the current rates please always refer to https://www.simplydhl.com/covid-19ess)		Your charges are waived.	All Products	CA, US, MX, AU, NZ	SG
			75.00% off prevailing charge	All Products	CA, US, MX, DE, NL, ES, GB, PT, FR, BE, AT, FI, IE, NO, SE, CH, IT, DK, PL, CZ, TR, IL, AU, TW, ID, MY, PH, TH, VN, CN, NZ, IN, JP, KR, HK, PK	SG
			75.00% off prevailing charge	All Products	SG	CA, US, MX, DE, NL, ES, GB, PT, FR, BE, AT, FI, IE, NO, SE, CH, IT, DK, PL, CZ, TR, IL, AU, TW, ID, MY, PH, TH, VN, CN, NZ, IN, JP, KR, HK, PK
OVERSIZE PIECE	A fixed surcharge is applied to every piece, including a pallet, with a single dimension in excess of 120cm (48 inches).		50.00% off prevailing charge	All Products	All	All
OVERWEIGHT PIECE	A fixed surcharge is applied to every piece, including a pallet, that exceeds a scale or volumetric weight of 70kg (150 lb.)		25.00% off prevailing charge	All Products	All	All

VOLUMETRIC WEIGHT

Name	Description	Volumetric Weight Divisor
VOLUMETRIC WEIGHT	Standard Conversion Factor for obtaining volumetric weight. Length x Width x Height (cm3) / Standard Conversion Factor = Volumetric Weight (kg)	5000

STANDARD SERVICE CONDITIONS



DHL Express Singapore

General

Acceptance of offer	IN FORWARDING THIS DOCUMENT TO DHL WITH YOUR EMAIL ACCEPTANCE, VIA SIGNED HARD COPY, OR BY SHIPPING WITH DHL, YOU ARE CONFIRMING THAT YOU HAVE ACCEPTED THE TERMS OF THIS OFFER TO PROVIDE SERVICES AS SET OUT IN THIS AGREEMENT. YOU ARE ALSO CONFIRMING THAT YOU ARE AN AUTHORISED SIGNATORY CAPABLE OF ACCEPTING THIS OFFER ON BEHALF OF THE CUSTOMER. THIS OFFER BY DHL AND YOUR ACCEPTANCE IS SUBJECT TO DHL RECEIVING A SATISFACTORY CREDIT CHECK AGAINST THE CUSTOMER.
Term and Termination	This Service Agreement between DHL and the Customer (as specified on Summary Page) will commence on the first date of the month in which you have accepted the terms of the offer (including these Pricing Terms, Rates and Services & Surcharges) and shall continue for a period of one year or otherwise specified in the Rates. This Service Agreement may be terminated by either party upon one month prior written notice, or with immediate effect in the event of the other party's insolvency, or if the other party commits a material breach which is either not capable of remedy or which that party fails to remedy within 14 days of receipt of written notice requesting the breach to be remedied.
Our service commitment	Rates quoted are based on DHL's standard Terms and Conditions of Carriage as found on https://mydhl.express.dhl/sg/en/legal.html . DHL's operating process does not include any non-standard or tailored services, such as dedicated transport, enhanced Customs services or on-site services. The Rates are valid for services during the hours of standard operation designated by DHL and shall exclude public holidays and weekends. Rates are calculated on the basis that shipment flows are from business address to business address.

Price agreement

Basis of quotation	The Rates for transportation, services, and surcharges, as set out in this Service Agreement are based on a revenue qualifier agreed with the customer or otherwise specified in the Rates. In the event of a shortfall on the projected volumes or on the revenue qualifier (for all or for a specific product) or in the event of a substantial change in the volume, weight or destination mix, DHL reserves the right to revise the Rates at any time upon prior written notice to the Customer. All services, surcharges, and rates for specific lanes or destinations not quoted in this proposal, will be priced as per DHL's Published Rates which shall be made available upon request.
Volumetric divisor	Volumetric weight factors apply to DHL Rates. Shipments will be charged according to the higher of actual or volumetric (dimensional) weight per piece and any piece may be re-weighed and re-measured by DHL to confirm this calculation. DHL calculates volumetric weight (in Kilograms) by dividing the shipment volume (in Cubic Centimeters) by 5000 (or Length x Width x Height (in cm) / 5000). Volumetric weight based on English measurement (in Pounds) is using the formula Length x Width x Height (in Inches) / 139. DHL reserves the right to modify this formula. Please refer to DHL Rates for exceptions/additional details on the Volumetric Divisor.
Partner companies	The Rates are only offered to contracting parties and cannot be extended to third parties. Majority-owned subsidiaries of the Customer and other parties can be added to the contract by mutual agreement.

Price components

Duties & Taxes	Rates are exclusive of value-added tax (VAT), sales taxes (or equivalent), customs duties, fines or interest thereon, and other government taxes imposed with respect to the provision of services, which shall be for Customer's account.
Additional Charges	Optional Services and Surcharges Additional Charges related to Optional Services and Surcharges are billed in accordance with the standards in effect at the time the shipment booking was made. Additional Charges are paid in addition to applicable transportation charges and apply whenever the Optional Service is requested or the Surcharge is required. Details of Optional Services and Surcharges are set out in the Rates and as further described at https://mydhl.express.dhl/sg/en/ship/surcharges.html . Unforeseen events a. Governmental and Regulatory Increases Any additional governmental or regulatory practices, procedures or regulations which result in increased costs to DHL e.g. those enforced by IATA, will be passed on proportionately to the Customer upon thirty days written notice. b. Emergency Situations DHL reserves the right to apply surcharges to recover costs associated with temporary emergency situations beyond DHL's control which could not be reasonably anticipated at the commencement of this Agreement. All such surcharges will be temporary and will apply in addition to the Rates. The Customer will receive an eight days prior written notice of any emergency surcharge, describing the reasons for such surcharge.
Fuel Surcharge	A fuel surcharge will apply to the Rates, calculated in accordance with the methodology at https://mydhl.express.dhl/sg/en/ship/surcharges.html unless otherwise specified in the Rates. The fuel surcharge for international Time Definite services will be linked to the monthly average spot prices of US Gulf Coast (USGC) kerosene-type jet fuel, as reported by the US Department of Energy. The fuel surcharge for regional Day Definite services will be based on the most suitable national measure of diesel prices. DHL may from time to time elect to revise its fuel surcharge table. If a lower fuel surcharge percentage is applied to fuel costs, DHL would simultaneously incorporate fuel costs into the Rates to a greater extent. The combined effect of an increase in the Rates and a decrease in the fuel surcharge would be neutral. Any such adjustments would be made automatically and in addition to the General Price Increase.

Price review

General Price Increase	In general, DHL's pricing is valid until December 31st of the year of the issue date of this offer. Unless otherwise specified in the Rates, the Rates are subject to adjustment in accordance with DHL's annual change to its Published Rates in each country and territory, which occurs on January 1st of each year. Notwithstanding any general restrictions contained herein, the below-mentioned provisions related to Currency and High Inflation can apply in specific cases. Any products not quoted in this offer, along with Domestic services, are subject to the annual price adjustment without modification.
Currency	Where DHL and Customer agree to invoice in a different currency from the quoted currency, then Rates shall be converted to the billing currency at DHL Network Exchange Rates exchange rates prevailing at the inception of the contract. Where Rates are quoted in U.S. Dollars or Euro and invoiced in a different currency, the exchange rate from local major banks prevailing at the time of billing shall apply for invoicing purposes. In the event that the currency of a country for which the Rates quoted devalues in excess of 5% within any 90 day period at OANDA/local major bank exchange rates identified by DHL, DHL shall be entitled to immediately adjust the Rates applicable to the said country or territory. Any such adjustment shall be commensurate with the rate of devaluation.
High Inflation	In the event that the inflation rate of the country or territory for which the Rates are quoted would exceed 5%, DHL shall be entitled to adjust the Rates applicable to said country or territory upon 30 days prior notice.
Notice period for changes	DHL Express will announce changes in Rates with a 30 days prior notice (except any emergency surcharge).

Invoicing and payment

Payment terms	Invoices may be issued weekly. Payment terms are 30 days net from date of invoice unless otherwise specified in the Rates. Duties and Taxes due on the shipment shall be paid by the Customer within 7 days/on a cash basis. In the event there is any query on an invoice, then only the disputed item on the invoice shall be held from payment and all other amounts owing and not disputed are to be paid on the due date. Queries on invoices must be reported to the DHL entity issuing the invoices within 30 days of invoice date. DHL prefers to put in place direct debit facilities to receive payments on the due date. If any sum is not paid by the due date, for reasons other than a good faith dispute, DHL reserves the right to charge interest of 2% per month (minimum \$5) to the balance outstanding and overdue and/or suspend the services. Customer is responsible for the payment of rates, charges and duties relating to any shipment carried under the Customer's account numbers.
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Other

Online shipping tools	The Customer acknowledges that the Rates are based on Customer's confirmation of DHL's shipping policy that customers shall use an e-solution to ship with DHL. The Customer shall purchase or procure the purchase of services from DHL through the use of any one or more of the following online tools: DHL WebShipping, DHL Import Express Online, DHL Connect, DHL EasyShip, DHL eMailShip, DHL XML Services, and EDI (transmission of shipment data through electronic data interchange), hereinafter collectively referred to as "eCom Tools". The Customer shall not require the manual processing, recording, labeling or invoicing of shipments without the prior written consent of DHL.
Confidential Information and Warranties	<p>Confidential Information</p> <p>This document and associated files contain confidential information about DHL. Such confidential information is provided to the Customer for the limited purpose of enabling the Customer to consider whether to enter into contractual negotiations and / or agreement with DHL for services. As a condition for the Customer's use of the information in this document, the Customer agrees not to use such information for any other purposes. Copies of this document and associated files may only be provided, and disclosure of the information contained within, may only be made to employees of the Customer (on a strictly need to know basis) and its named representatives who are bound to the same confidentiality obligations with respect to the information, and shall not be disclosed to any third party. Neither party may disclose or publicize the existence or contents of this Agreement to any third party without the prior consent of the other party.</p> <p>Warranties</p> <p>The information provided in this document and associated files is based, inter alia, upon certain information provided by the customer about which DHL has made various assumptions. Whilst DHL has used its reasonable efforts to ensure that the information it is providing is accurate and up-to-date, DHL does not warrant or represent its accuracy or make any other representations or warranties (implied or express) concerning the information provided. DHL shall have no liability whatsoever (including negligence or otherwise) to the Customer or any other party relying on any such information in the event that it is shown to be inaccurate, misleading or out-of-date.</p>
Governing Law	The governing law of the Agreement shall be the substantive law of Singapore and the courts of Singapore shall have exclusive jurisdiction. This Agreement sets out the entire agreement between the parties and supersedes and replaces any other prior verbal or written agreement.

2023 Published Tariff

Services and Surcharges - SINGAPORE

OPTIONAL SERVICES

Name	Description	Price Mechanism	Charge (SGD)
SATURDAY DELIVERY	At shipper's request, the destination country will deliver shipments up to 300 kg or pieces up to 30 kg on a Saturday. The service is available to selected service areas that perform deliveries on Saturdays in addition to the normal operating schedule.	Rate per shipment	45
SATURDAY PICKUP	At shipper's request, the origin country will pick up shipments up to 300 kg or pieces up to 30 kg on a Saturday. The service is available to selected service areas that perform pick ups on Saturdays in addition to the normal operating schedule.	Rate per shipment	34
DEDICATED DELIVERY	At customer's request, an immediate or non-routine, once-only delivery of a shipment within a normal working day or a holiday that involves a specific vehicle such as tail lift truck or more than one courier. This definition can include a direct delivery from the Gateway through a dedicated courier.	Rate per kg/lbs with minimum	0.20 per kg with minimum charge of 200
DEDICATED PICKUP	At shipper's request, an immediate or non-routine, once-only pickup of a shipment within a normal working day, weekend or a holiday that may involve a specific vehicle such as tail lift truck or more than one courier. This definition can include a direct connection to the Gateway through a dedicated courier or a pickup after the booking cut-off. Applies also to Importers requesting the origin country to perform a Dedicated Pickup and have the costs allocated to their import account. Does not apply to contract based regular pickup arrangements such as Direct Inject, Bypass Inject or other customer specific pickup agreements.	Rate per kg/lbs with minimum	0.20 per kg with minimum charge of 200
DUTY TAX PAID	This service allows duties, taxes or other regulatory fees to be charged to the shipper or a nominated third party, rather than the receiver at destination. The shipper is then able to sell goods to a Buyer on an all-inclusive price basis, for example as part of a trade agreement on DDP terms. DHL clears the shipment at destination as normal but invoices any import duties, taxes or other regulatory charges that may apply to the duty tax account specified on the waybill. The DTP charge applies whenever the shipper requests that duties, taxes or other regulatory charges are to be billed outside the destination country.	Rate per Shipment	2% of fiscal charges with minimum of 34
NEUTRAL DELIVERY	An optional delivery service, allowing the shipper or importer to maintain confidentiality over the declared value of the goods. The delivery facility ensures any shipment documentation that might reveal the value of the goods has been removed by the origin before delivery.	Rate per shipment	30
VERIFIED DELIVERY	At the Shipper's request, the delivery of a shipment/piece to the Consignee, against presentation to the courier of the shipment's unique electronic authentication token, in form of a QR code.	Rate per Shipment	Not Available
CHANGE OF BILLING	The Change of Billing service applies when a customer requests a change of defined billing information on an already issued invoice, which is not due to DHL Express' fault and which will result in a reissuing of the invoice and, in case of account change, crediting of the old account and debiting of the new account.	Rate per shipment	16
PRINTED INVOICE	Where e-Billing is the standard, customers requesting a hard copy Printed Invoice are to be charged. A charge applies to every paper invoice provided.	Rate per invoice	5
RESIDENTIAL ADDRESS	Customers shipping to a home or private residence can choose to activate specific delivery options by designating the delivery address as Residential. For shipments designated as Residential Address, DHL Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the delivery option that best suits their requirements via the On Demand Delivery website.	Rate per shipment	4.5
GOGREEN CLIMATE NEUTRAL	This services is comprised of carbon emission calculation at shipment level through a specialized tool, the offsetting of those carbon emissions through DHL's Carbon Management activities, and the annual certification of those offsetting activities by an accredited third party, Société Générale de Surveillance (SGS).	Rate per kg/lbs with minimum	0.18 per kg
PLASTIC FLYER STACK	Charges apply for all DHL standard packaging items including plastic flyers provided in bulks or stacks. Single packaging items provided ad-hoc by a courier or as part of our DHL EXPRESS EASY offer are free of charge. (Formerly known as Plastic Flyer)	Rate per invoice	30
SHIPMENT INSURANCE	Shipment Insurance can be arranged for shipments containing valuable goods, although some restrictions and limitations may apply. The service availability will depend on the destination and content of the shipment. DHL's Shipment Insurance meets the general requirements for loss and damage to goods in transit. Physical loss or damage of goods is covered, subject to specific limitations and exclusions as described in our Terms and Conditions, Section 8.	Rate per shipment value	Outbound shipments: 15 or 3% of insured value Inbound Shipments: 15 or 1% of insured value
EXTENDED LIABILITY	When sending valuable documents such as passports, visa applications or regulatory certificates, the shipper can extend coverage and compensation in case of loss beyond the standard liability limits as described in Section 6 of our Terms and Conditions. In the event of full or partial loss to a DHL Express document shipment, fixed compensation will be paid regardless of the replacement cost of the document.	Rate per shipment	7
SHIPMENT PREPARATION	At shippers request a convenient and on-demand service for shipment volumes that require short-term extra resources for their preparation. DHL Express manages the process of shipment preparation, content selection, labeling and paperwork, and then sends the parcels to the addresses provided. Fulfillment services provided as part of a logistics service agreement e.g. Mailroom Management are covered under Logistic Services and billed on a weekly or monthly service fee basis.	Rate per shipment	34
DIRECT SIGNATURE	Upon customer request, DHL will obtain signature from the receiver or a representative at the delivery address. In case no one is at the delivery address, DHL will reattempt delivery. DSR shipments can't be re-routed, dropped in a post box or left with the neighbor. The receiver is authorized to arrange an alternative delivery time at the same delivery address or to collect the shipment from a DHL owned service point.	Rate per shipment	7

ADULT SIGNATURE	At Customer's request, the delivery of a shipment only to an adult, against presentation to the courier of a personal identification document proving the Receiver is of adult age, and signature, which are then confirmed to Shipper.	Rate per Shipment	7
DELIVERY SIGNATURE	At shippers request, this service offers the return of a hard copy delivery note with the receiver's signature and/or company stamp, as proof of delivery. The request for a hard copy Proof of Delivery (POD) is booked and managed by Customer Service.	Rate per shipment	Not Available
VERBAL NOTIFICATION	At shipper's request, a proactive notification service given by Customer Service verbally by phone at an agreed time and to a specific contact person, informing the customer on selected key transport events, incidents, or confirming delivery. (Formerly known as Verbal Delivery Notification)	Rate per shipment	9
	At shipper's request, a proactive notification service given by Customer Service verbally by phone at an agreed time and to a specific contact person, informing the customer on selected key transport events, incidents, or confirming delivery. (Formerly known as Proactive Tracking)	Rate per shipment	9

SURCHARGES			
Name	Description	Price Mechanism	Charge (SGD)
FUEL SURCHARGE	This variable surcharge is applied to the transportation charge and any transportation related surcharges. It is derived from publicly available fuel indices that are also shown on the DHL Express website at https://mydhl.express.dhl.sg/en/ship/surcharges.html#fuel_surcharge . The charge is calibrated every month to the fuel price that was current two months prior to the billing month. The Fuel Surcharge applies to domestic and international shipments.	% on transportation and additional charges	Pls refer to DHL website for the prevailing Fuel Surcharge.
		% on transportation and additional charges	Pls refer to DHL website for the prevailing Fuel Surcharge.
ELEVATED RISK	A surcharge is applied when shipping to or importing from a destination country, DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism. The list of destination countries in scope is published online as part of the respective surcharge table.	Rate per shipment	100
RESTRICTED DESTINATION	A surcharge applies when shipping to or importing from a destination country that is subject to specific trade restrictions imposed by the UN Security Council or national legislation such as the EEAS of the European Union of the US Office of Foreign Assets Control (OFAC). The list of countries in scope is published online as part of the respective surcharge table.	Rate per shipment	100
	A surcharge applies when shipping to or importing from a destination country that is subject to specific trade restrictions imposed by the UN Security Council or national legislation such as the EEAS of the European Union of the US Office of Foreign Assets Control (OFAC). The list of countries in scope is published online as part of the respective surcharge table. (Formerly known as Exporter Validation)	Rate per shipment	Not Available
OVERSIZE PIECE	A fixed surcharge is applied to every piece, including a pallet, with a single dimension in excess of 120cm (48 inches). (Formerly known as Oversize Piece (dimension).)	Rate per piece	75
OVERWEIGHT PIECE	A fixed surcharge is applied to every piece, including a pallet, that exceeds the scale or volumetric weight of 70kg (150 lb). (Formerly known as Oversize Piece (weight).)	Rate per piece	135
NON-STACKABLE PALLET	A fixed surcharge is applied to every pallet in a shipment that cannot be stacked, either on request of the shipper or by nature of the shape, content or packaging of the goods on the pallet. The Non-Stackable Pallet surcharge applies to domestic and international shipments.	Rate per piece	375
REMOTE AREA DELIVERY	DHL applies a surcharge per shipment when the delivery destination location is remote. Remote is defined as distant islands and highlands, a postal code, suburb or town that is difficult, inaccessible or infrequently served.	Rate per kg/lbs with minimum	International: 36 per shipment or 0.60 per kg, if higher
		Rate per kg/lbs with minimum	Domestic: Not available
REMOTE AREA PICKUP	A surcharge is applied when the pickup location is remote and the transport charges are being billed to the account holder at destination or a third country. Remote is defined as distant islands and highlands, a postal code, suburb or town that is difficult, inaccessible or infrequently served.	Rate per kg/lbs with minimum	36 per shipment or 0.60 per kg, if higher
LITHIUM BATTERIES, SECTION II	A surcharge may apply per piece for the handling of pieces involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): •Lithium Ion, Section II PI966 •Lithium Metal, Section II PI969	Rate per shipment	Lithium Ion PI966: 7.5
		Rate per shipment	Lithium Metal PI969: 7.5
EXCEPTED QUANTITIES	A surcharge is applied per piece when the handling and transportation of pieces involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations.	Rate per shipment	7.5
DRY ICE UN1845	A surcharge is applied per piece when the handling and transportation of pieces involves Dry Ice UN1845 used as a freezing agent for non-dangerous goods such as diagnostic specimens.	Rate per shipment	15
FULL DANGEROUS GOODS	A surcharge is applied per piece when the handling and transportation of TDI pieces involves substances and commodities requiring a Shipper's declaration in accordance with the IATA Dangerous Goods Regulations. DG class 2, 3, 4, 5, 6, 8 and 9 commodities, according to IATA regulations.	Rate per shipment	120
ADR LOAD EXEMPTIONS	A surcharge is applied per shipment when the handling and transportation of DDI shipments involves substances and commodities exceeding the limits of Limited Quantities set by ADR.	Rate per shipment	Not Available
LIMITED QUANTITIES	A surcharge is applied when the handling and transportation of Day Definite shipments involves substances and commodities that are in Limited Quantities (LQ) in compliance with ADR regulations and which are restricted from air transportation.	Rate per shipment	Not Available
CONSUMER GOODS ID8000	A surcharge is applied for pieces containing consumer goods such as perfumes, aftershaves, aerosols, nail varnish and prescription medicines as covered by the IATA ID8000 section and packed in a form intended for retail sale and shipped to private individuals. (Formerly known as Consumer Commodities.)	Rate per shipment	30
ADDRESS CORRECTION	A surcharge is applied when the destination address provided by the Shipper is incomplete, outdated or incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.	Rate per shipment	International: 16
		Rate per shipment	Domestic: 8
DATA ENTRY	A surcharge applies for each shipment consigned with non-electronic, paper based manual house waybills. Electronic shipping documentation incurs no additional charges.	Rate per shipment	7.5

CUSTOMS SERVICES			
Name	Description	Price Mechanism	Charge (SGD)
BONDED TRANSIT	At customer's request, the transit of a shipment under customs bond. Can arise when delivering ship spares to a foreign ship at anchor, aircraft parts to an aircraft on ground or to a customer's own bonded warehouse. Can apply also when shipments move domestically from/to a Free Trade Zone/Bonded Warehouse.	Rate per shipment	70
TEMPORARY IMPORT EXPORT	At Customer's request, DHL facilitates the temporary import/ export of goods by submitting required documents such as an ATA Carnet and adhering to required clearance procedures as specified by Customs.	Rate per shipment	100
CLEARANCE AUTHORIZATION	Applies when the designated importer has specifically requested to be contacted by DHL before customs clearance is initiated. Charges to be applied against any import where DHL is required to intercept the inbound process and contact an importer where there is no indication on the shipment paperwork or regulatory requirements to do so.	Rate per shipment	50
OTHER GOVERNMENT AGENCY (BORDER CONTROLS)	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. Any cost related to certificates will be added to the charge amount.	Rate per shipment	Not Available
RELEASE TO BROKER	At importer's request, the release of a DHL Express shipment to the customers designated customs broker of choice. DHL will transfer the responsibility for a shipment and related customs documentation to the customers nominated broker for clearance and last mile delivery.	Rate per shipment	60 (3rdCountry Billed)
BROKER NOTIFICATION	At Importer's request, DHL will provide the necessary paperwork to the customers designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed.	Rate per shipment	50
BONDED STORAGE	Storage charges apply when the shipment cannot be released by Customs due to inaccurate or missing paperwork. Charges take effect three calendar (working) days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.	Rate per shipment	20 per shipment per day and 1 per kg per day, after 3 calendar days
NON-ROUTINE ENTRY	Applied in selected countries, when importing goods with an aggregated declaration value or weight exceeding the limits set by destination Customs Authorities, or due to other regulatory requirements are excluded from routine clearance on a consolidated manifest and thus require clearance under an individual entry form. Applies also when a third party broker performs formal clearance on behalf of DHL e.g. in countries where DHL can not operate as a licensed broker. (Formerly known as Formal Clearance)	Rate per shipment	15 (Outbound billed/ 3rdCountry Billed)
PERMITS & LICENCES	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. Any cost related to certificates will be added to the charge amount.	Rate per shipment	34 plus cost of certificate
MULTILINE ENTRY	The clearance of a shipment with multiple commodities or multiple origins for the same commodity. Charges apply when more than 5 lines are recorded on the customs clearance, for example with different commodities or different countries of manufacture.	Rate per line item	8 per line from 6th line onwards
PREFERENTIAL ORIGIN	At shipper's request, the preparation or provision of a Certificate of Origin/Proof of Preference or other similar forms by DHL to certify the goods in a particular export shipment have been produced, manufactured or processed in a particular country allowing preferential rates of duty to be claimed at destination and/or compliance with trade barriers. Common examples are EUR1, ATR. (Formerly known as Certificate of Origin.)	Rate per shipment	7.50 (3rdCountry Billed)
EXPORT DECLARATION	Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Where automated export systems are available to the public, shippers may avoid the charge by submitting the export declaration online. In case of IMP billed shipments DHL will submit the export declaration in order to accelerate the export at origin and pass the charge to the payers account.	Rate per shipment	30
DUTY TAX IMPORTER	At Customer's request, DHL clears the shipment at destination and arranges for any applicable import duties, taxes and regulatory charges to be invoiced to a specified DHL account at destination. (Formerly known as Disbursement.)	% of fiscal charges with minimum	5% of fiscal charges with minimum of 20 (Maximum 100)
DUTY TAX RECEIVER	This service covers any import of a non-document shipment for which DHL has used its own credit line with Customs to advance or guarantee the payment of duties, taxes or regulatory charges on behalf of importers and consumers with whom DHL has no contract. An extra charge based on a minimum rate or a percentage of the fiscal charges that were advanced or guaranteed is billed to the duty tax payer. (Formerly known as Advance Payment.)	% of fiscal charges with minimum	5% of fiscal charges with minimum of 20 (Maximum 100)
PHYSICAL INTERVENTION	A surcharge applies for shipments being intercepted for physical examination by Customs Authorities. Arrangements for inspections may also include full or partial unloading of a vehicle; the specific marking of prototypes, mutilation of samples or the examination of shipment content.	Rate per shipment	32

2023 S&S v2 (20230331)

- The Rates as set out in this rate card are valid only until December 31 of the year the Rates are quoted.
- The Rates are subject to a General Price Increase (GPI) effective January 1st of each year.
- Additional Charges related to Optional Services and Surcharges are billed in accordance with the standards in effect at the time the shipment booking was made.
- Additional Charges are paid in addition to applicable transportation charges and apply whenever the Optional Service is requested or the Surcharge is required.
- DHL reserves the right to revise the Rates at any time upon prior written notice to the Customer, if there is a substantial change in the Customer's service requirements, local
- Services listed as "Not Available" at time of Publishing may become available. Any Services or Surcharges not listed above will be available on country specific website or contact DHL Customer Service.
- Full list of charges differs for each country therefore this document only provides a curated list of services and surcharges that are commonly charged globally.
- Customers enjoying special agreement on services or surcharges may refer to the provided document for special agreement unless otherwise stated.
The full list of local services and surcharges is available from:
<https://mydhl.express.dhl.sg/en/ship/surcharges.html>, <https://mydhl.express.dhl.sg/en/ship/optional-services.html> and <https://mydhl.express.dhl.sg/en/ship/customs-services.html> or contact DHL Customer Service.