



SERVICE PRICE LIST DHL PARCEL

Applicable as of 1 January 2016

www.dhlparcel.pl

www.dhlparcel.pl

DHL24
www.dhl24.com.pl

DHL Parcel Customer Service Department
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DHL Parcel
DHL Express (Poland) Sp. z o.o.
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02-823 Warsaw



CONVENIENCE AND PROVEN QUALITY TO SUIT ANY BUDGET DHL PARCEL PACKAGES



PROMOTION AVAILABLE:

- online at www.dhl24.com.pl
- at DHL Customer Service Points
- at DHL Parcelshop locations



Each of the packages includes:

- shipment insurance coverage for up to PLN 6,500
- delivery by a DHL Parcel Courier
- shipment tracking at www.dhlparcel.pl
- the fuel surcharge and insurance

<h3>EXTRA-LIGHT PACKAGE</h3> <ul style="list-style-type: none"> • weight up to 1 kg • DHL envelope • sum total of the longest and shortest dimension of the shipment does not exceed 35 cm <p>PLN 13.74 gross: PLN 16.90</p>	<h3>LIGHT PACKAGE</h3> <ul style="list-style-type: none"> • weight up to 10 kg • sum total of the longest and shortest dimension of the shipment does not exceed 75 cm <p>PLN 16.18 gross: PLN 19.90</p>	<h3>HEAVY PACKAGE</h3> <ul style="list-style-type: none"> • weight up to 25/31.5 kg¹ • maximum parcel dimensions of 140 x 60 x 60 cm <p>PLN 24.31 gross: PLN 29.90</p>	<h3>TIME-DEFINITE PACKAGE</h3> <ul style="list-style-type: none"> • choice of: <ul style="list-style-type: none"> – delivery by 12 p.m. – delivery between 6 p.m. and 10 p.m. – Saturday delivery or dispatch • weight up to 25/31.5 kg¹ • maximum parcel dimensions of 140 x 60 x 60 cm <p>PLN 32.44 gross: PLN 39.90</p>
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The following options can be added to a package:

- Pick-up by a DHL Parcel courier **+ PLN 8.13** gross: PLN 10
- Collection and remittance of amount due (COD) **+ PLN 8.13** gross: PLN 10
- Information before delivery (PDI) for the consignee **+ PLN 3.25** gross: PLN 4

¹ The maximum weight of a shipment posted from a DHL Parcelshop is 25 kg. For shipments posted from a DHL Customer Service Point or picked up by a DHL Parcel Courier, the maximum weight is 31.5 kg.

The offer concerns single-item standard domestic shipments, payable in cash or by card (at selected locations). Shipment pick-up by a DHL Parcel Courier can be scheduled via DHL24 or by calling the DHL Parcel Customer Service Department at 42 6 345 345. Envelope shipments and shipments weighing up to 20 kg shipped domestically are considered courier shipments, as defined by the Postal Law. Any other shipments are considered commodity shipments under the Transport Law. Detailed terms and conditions of this offer are available at www.dhlparcel.pl.



Domestic shipments with weight up to 31.5 kg

DHL PARCEL POLSKA

Door-to-door next-business-day deliveries of shipments of up to 31.5 kg to any address in Poland. An excellent option when speed of delivery matters just as much as cost-effectiveness.

DHL PARCEL 9

Shipping urgent documents and parcels within Poland. The integrated domestic network enables shipments to be delivered to major Polish cities by 9 a.m. on the next business day. Door-to-door shipment delivery service, with a transportation cost refund guarantee for late deliveries¹.

DHL PARCEL 12

Documents or parcels that must reach Poland's major cities by noon on the next business day. Door-to-door shipment delivery service, with a transportation cost refund guarantee for late deliveries¹.



Domestic shipments and pallets with weight over 31.5 kg

DHL PARCEL MAX

Service designed for shipments over 31.5 kg up to 2,500 kg, including pallets. Ramp to ramp delivery to most towns and cities in Poland on the next business day.

All "DHL Parcel" references refer to DHL Express (Poland) Sp. z o.o.

This Price List (previously known as the Domestic Service Price List – the Price List) applies if the Orderer and DHL Parcel are not bound by a separate transportation services agreement, which would stipulate the use of the DHL Parcel Price List – the Special Price List (previously known as the Domestic Service Price List – the Special Price List).

Envelope shipments and shipments weighing up to 20 kg paid for in cash are considered courier shipments, as defined by the Postal Law. Any other shipments are considered commodity shipments under the Transport Law.

To view the updated price list, go to www.dhlparcel.pl.

¹ In accordance with the GT&C for the provision of domestic shipping and postal services of DHL Express (Poland) Sp. z o.o.



DHL PARCEL POLSKA – BASIC CHARGES

Parcel weight	Number of parcels in a shipment			
	1	2-5	6-10	more than 10
PK ¹	31.30	21.91	18.78	15.65
5 kg	39.70	27.79	23.82	19.85
10 kg	43.00	30.10	25.80	21.50
20 kg	49.30	34.51	29.58	24.65
31.5 kg	56.80	39.76	34.08	28.40

DHL PARCEL 9² – BASIC CHARGES

Parcel weight	Number of parcels in a shipment			
	1	2-5	6-10	more than 10
PK ¹	68.10	47.67	40.86	34.05
5 kg	79.50	55.65	47.70	39.75
10 kg	88.60	62.02	53.16	44.30
20 kg	108.10	75.67	64.86	54.05
31.5 kg	126.00	88.20	75.60	63.00

DHL PARCEL 12² – BASIC CHARGES

Parcel weight	Number of parcels in a shipment			
	1	2-5	6-10	more than 10
PK ¹	43.30	30.31	25.98	21.65
5 kg	47.40	33.18	28.44	23.70
10 kg	50.70	35.49	30.42	25.35
20 kg	57.90	40.53	34.74	28.95
31.5 kg	65.80	46.06	39.48	32.90

¹ PK – documents in a cardboard DHL envelope weighing up to 1 kg.
² Service available for selected postcodes. More information about the availability of time-definite services in DHL24 or DHL eCas applications and in the DHL Parcel Customer Service Department.
 All prices are in PLN and will be increased by the value-added tax at the applicable rate. The prices in the table concern individual items (parcels) and account for rebates for multiple parcels.
 "Multiple parcels" refers to a shipment composed of multiple items, which is being shipped to a single consignee.

HOW TO CALCULATE THE COST OF A SHIPMENT?



Domestic shipments with weight up to 31.5 kg



ADDITIONAL SERVICES AVAILABLE

- Shipment insurance**
Charge depending on the declared value of shipment:
• up to PLN 50,000 – PLN 3.50
• between PLN 50,000 and PLN 100,000 – 0.2% of declared value
- Cash on delivery collection (COD)**
Charge: PLN 7 + 1% of the collection value
Each shipment with the COD service is subject to additional insurance
- Return of confirmed documents (ROD)**
Charge: PLN 13
- Email/SMS notifications**
Included in the basic charge
- Information before delivery (PDI)**
Charge: PLN 5
- Redirect parcel**
Included in the basic charge
- Change of address**
Charge: PLN 10 – within the DHL Parcel deliverer's Terminal
Charge: 100% of the basic charge – between two DHL Parcel Terminals
- Collection at a DHL Parcelshop and a DHL Parcelstation**
Included in the basic charge
- Delivery to neighbour**
Included in the basic charge
- Saturday delivery**
Charge: 50% of the basic charge, but no less than PLN 15
Delivery to DHL Parcelshop locations included in the basic service
- Delivery between 6 p.m. and 10 p.m.**
Charge: PLN 12
- Saturday pick-up**
Charge: 50% of the basic charge, but no less than PLN 15
- Return of undeliverable shipment**
Charge: 100% of the basic fee
- Company packaging**
Charge for the packaging depends on the dimensions:
24.5 x 23.5 x 10.5 (cm) (S) PLN 2
49.5 x 23.5 x 21.0 (cm) (M) PLN 3.50
49.5 x 47.0 x 21.0 (cm) (L) PLN 5
49.5 x 47.0 x 42.0 (cm) (XL) PLN 6
- Delivery confirmation (POD)**
Charge: PLN 8 when requesting the service at the time of sending the shipment
Charge: PLN 18 + PLN 5 for each additional copy of the document when ordering the service after the shipment is sent (available for 1 year after the shipment is delivered)
- Electronic delivery confirmation (ePOD)**
Included in the basic charge
- Written order**
Charge: PLN 5 for the order
- eInvoice**
Included in the basic charge

Detailed description of the services on page 8-9

DESCRIPTION OF THE

DHL PARCEL POLSKA, DHL PARCEL 9 AND DHL PARCEL 12 SERVICES

Weight and dimensions of each item in a shipment (including packaging):



- ▶ Maximum weight of item: 31.5 kg. Maximum number of items in a shipment: 999.
- ▶ Dimensions of a standard item: 1.4 x 0.6 x 0.6 (m). If the longest dimension of an item is longer than 1.4 m or any of the other dimensions exceeds 0.6 m, an additional charge for the non-standard item is applied.
- ▶ Maximum length of item: 2 m.
- ▶ Sum total of dimensions (length + width + height) does not exceed 3 m.

Pick-up and delivery:

- ▶ Door-to-door.
- ▶ A request for a DHL Parcel courier to collect a shipment can be placed via the DHL24 or DHL eCas application or by phone with the DHL Parcel Customer Service Department. Regular pick-ups can be scheduled upon prior agreement with a DHL Parcel Sales Representative.

- ▶ Shipments are typically collected from Monday to Friday and delivered on the next business day: by the end of the day (DHL PARCEL POLSKA), by 9 a.m. (DHL PARCEL 9) or by noon (DHL PARCEL 12).

Method of calculating charges:

- ▶ The charges for DHL PARCEL POLSKA, DHL PARCEL 9 and DHL PARCEL 12 are calculated in accordance with the tables on page 4.
- ▶ For each item in a shipment the volumetric weight is calculated according to the following conversion rate: [length (cm) x width (cm) x height (cm)] / 4,000 or 1 m³ of shipment = 250 kg.
- ▶ The rule is to select the greater of the actual or volumetric weight of the item.
- ▶ The provisions of the DHL PARCEL MAX Service Price List apply to items with a volumetric weight of more than 31.5 kg.

All prices are in PLN and will be increased by value-added tax at the applicable rate. To learn more about the services, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department.



DHL PARCEL MAX – BASIC CHARGES

Weight of the shipment ²	Distance ¹					
	50 km Zone 1	150 km Zone 2	300 km Zone 3	450 km Zone 4	600 km Zone 5	900 km Zone 6
40 kg	79	104	115	125	135	148
60 kg	90	115	135	148	161	168
80 kg	104	125	161	168	180	192
100 kg	115	135	180	192	206	214
150 kg	126	163	229	251	273	295
200 kg	137	181	273	310	343	375
250 kg	149	207	319	365	409	454
300 kg	163	229	365	421	478	535
350 kg	170	251	409	478	545	615
400 kg	181	273	454	535	615	693
450 kg	195	297	506	597	690	781
500 kg	209	321	552	655	757	859
600 kg	231	357	620	747	839	964
700 kg	253	390	690	839	917	1 067
800 kg	287	424	757	929	996	1 170
900 kg	297	460	827	1 022	1 080	1 273
1000 kg	334	497	902	1 124	1 170	1 388
1250 kg	373	557	1 006	1 238	1 308	1 552
1500 kg	431	614	1 110	1 355	1 448	1 715
1750 kg	464	675	1 216	1 470	1 587	1 876
2000 kg	532	732	1 321	1 587	1 725	2 035
2250 kg	557	787	1 423	1 703	1 864	2 198
2500 kg	592	846	1 528	1 819	2 001	2 360

¹ To calculate the distance, use the Distance Calculator (available on www.dhlparcel.pl).

² Total weight of items in a shipment for a single consignee.

All prices are in PLN and will be increased by value-added tax at the applicable rate. To learn more about the services, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department.

HOW TO CALCULATE THE COST OF A SHIPMENT?



Domestic shipments and pallets weighing over 31.5 kg



ADDITIONAL SERVICES AVAILABLE

- Shipment insurance**
Charge depending on the declared value of shipment:
 - up to PLN 50,000 – PLN 7
 - between PLN 50,000 and PLN 100,000 – 0.2% of declared value
- Cash on delivery collection (COD)**
Charge: PLN 7 + 1% of the collection value
Each shipment with the COD service is subject to additional insurance
- Return of confirmed documents (ROD)**
Charge: PLN 13
- Email/SMS notifications**
Included in the basic charge
- information before delivery (PDI)**
Charge: PLN 5
- Change of address**
Charge: PLN 10 – within the DHL Parcel deliverer's Terminal
Charge: 100% of the basic charge – between two DHL Parcel Terminals
- Saturday delivery**
Charge: 50% of the basic charge, but no less than PLN 15
- Saturday pick-up**
Charge: 50% of the basic charge, but no less than PLN 15
- Return of undeliverable shipment**
Charge: 100% of the basic charge
- Delivery confirmation (POD)**
Charge: PLN 8 when requesting the service at the time of sending the shipment
Charge: PLN 18 + PLN 5 for each additional copy of the document when ordering the service after the shipment is sent (available for 1 year after the shipment is delivered)
- Electronic delivery confirmation (ePOD)**
Included in the basic charge
- Written order**
Charge: PLN 5 for the order
- Pallet sales**
Charge: PLN 30 per pallet
- eInvoice**
Included in the basic charge

Detailed description of the services on page 8-9

DESCRIPTION OF THE

DHL PARCEL MAX SERVICE

Weight and dimensions of each item in a shipment (including packaging):

- ▶ The maximum weight of an item not placed on pallet is 50 kg. The maximum actual or volumetric weight of an item placed on a pallet is 1,000 kg (together with the pallet).
- ▶ Maximum weight of a shipment (actual or volumetric) is 2,500 kg.
- ▶ Dimensions of a standard shipment:
 - placed on a pallet (including the pallet): 1.2 x 0.8 x 2.1 (m),
 - not placed on a pallet (together with packaging): 1.4 x 0.6 x 0.6 (m).
 If any of the dimensions exceeds the aforementioned dimensions, an additional non-standard item charge is applied.
- ▶ Maximum dimensions of a single item:
 - length 4 m or
 - height up to 2.1 m (including the pallet) or
 - sum total of all dimensions does not exceed 6 m.
- ▶ Sum total of all dimensions (length + width + height) exceeds 3 m, even if the item's weight does not exceed 31.5 kg.
- ▶ Maximum number of items in a shipment: 5 items.
- ▶ Goods consolidated on a pallet are treated as a single item.
- ▶ An item with a length of 2-4 m constitutes a separate shipment, requires a separate consignment note, and its actual weight must not exceed 50 kg. The charge for transporting such a shipment is always calculated on the basis of longitudinal weight.
- ▶ Palletized shipments being sent to a single consignee and weighing over 2,500 kg, or shipments consisting of more than 5 pallets, can be processed on separate terms upon consultation with the DHL Parcel Customer Service Department. If shipments containing more than 5 pallets are to be sent to a single consignee without prior consultation with the DHL Parcel Customer Service Department, the time frame for delivering each subsequent shipment beyond the first shipment will be extended:

(a) by one business day or more (depending on the number of shipments sent), if delivery is to be made on the next business day; (b) by two business days or a multiple thereof (depending on the number of shipments sent), if delivery is to be made within two business days. DHL Parcel will determine the order of deliveries.

Pick-up and delivery:

- ▶ In areas accessible by delivery trucks the service is performed on ramp to ramp.
- ▶ Pick-up and delivery involves placement of the shipment and its removal from the open load-carrying body¹. Additional loading and unloading activities are the customer's responsibility.
- ▶ Shipments are typically collected from Monday to Friday and delivered on the next business day or within 2 business days².
- ▶ A request for a DHL Parcel courier to collect a shipment can be placed via the DHL24 or DHL eCas application or by phone with the DHL Parcel Customer Service Department. Regular pick-ups can be scheduled upon prior agreement with a DHL Parcel Sales Representative.

Method of calculating charges:

- ▶ The charges for DHL PARCEL MAX are calculated in accordance with the table on page 6.
- ▶ To determine the price of a service, calculate the distance between the place of dispatch and the place of delivery of a shipment, using the Distance Calculator available at www.dhlparcel.pl.
- ▶ Calculated for each item is:
 - The volumetric weight according to the following conversion rate: [length (cm) x width (cm) x height (cm)] / 4,000 or 1 m³ of the shipment = 250 kg.
 - The longitudinal weight according to the following conversion rate: 1 linear metre = 100 kg.
- ▶ The rule is to select the greater weight (actual, volumetric or longitudinal).
- ▶ The price of a multi-item shipment is calculated after adding up the greater weights of each item.

¹ This does not apply to pick-ups and deliveries carried out using the following vehicles: truck-tractor with an articulated trailer, car with an articulated trailer with a loading capacity of 24 t, car without a trailer with a loading capacity of 5 t or higher.

² For more information about the time of delivery offered, please contact the DHL Parcel Customer Service Department.

All prices are in PLN and will be increased by value-added tax at the applicable rate. To learn more about the services, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department.

ADDITIONAL SERVICES – OVERVIEW



Shipment insurance

Additional coverage against loss or damage of shipments is available. It covers shipments with a value of up to PLN 100,000.

The fee depends on the type of shipment and the value declared.

DHL PARCEL POLSKA, DHL PARCEL 9, DHL PARCEL 12:

- up to PLN 50,000 – PLN 3.50
- between PLN 50,000 and PLN 100,000 – 0.2% of declared value

DHL PARCEL MAX:

- up to PLN 50,000 – PLN 7
- between PLN 50,000 and PLN 100,000 – 0.2% of declared value

For combined shipments, an insurance charge for DHL PARCEL MAX applies.

Extension of the range of service for shipments with a value of more than PLN 100,000 requires separate arrangements made in a written framework agreement between DHL Parcel and the customer. The charge is calculated individually for each shipment, on the basis of a request made at the DHL Parcel Customer Service Department.



Cash on delivery collection (COD)

The amount collected as payment for the goods is sent by bank transfer in accordance with the instruction given by the Requestor of the service. The shipment's consignee is obliged to pay the collection amount in cash. Each shipment with the COD service is subject to additional insurance. The collected amount is transferred to sender within 5 business days, counting from the business day following the day of delivery of the shipment (the date of transferring funds from DHL Parcel's bank account). The maximum collection amount for a shipment is PLN 11,000. If sending one or more shipments, the total collection amounts from a single sender to a single consignee exceed PLN 6,500 on one occasion, the consignee is obliged to perform the pick-up at a DHL Customer Service Point.

Charge: PLN 7 + 1% of the collection value



Return of confirmed documents (ROD)

Obtaining delivery confirmation for the goods shipped, on documents attached to the outside of the shipment and returning them to the sender (maximum of 5 documents).

Charge: PLN 13



Email/SMS notifications

The consignee is notified by email or SMS that the shipment has been shipped, about the date, location and estimated time of delivery, and about any unsuccessful delivery attempts to deliver the shipment (if the consignee was absent at the delivery address or failed to pay any amounts due for the shipment). The message contains information about the collection value, if the shipment was sent with the Collection and remittance of amount due (COD) additional service. Following the notifications the consignee can make use of the Redirect parcel service.

Included in the basic charge



Information before delivery (PDI)

Sms or e-mail notification and phone call communication from the DHL Parcel courier to the consignee of the shipment on the day of delivery. Under this service the sender additionally permits the delivery of the shipment to an address given by the consignee, which differs from that on the consignment note (within the deliverer's Terminal). The consignee can also use the Redirect parcel service.

Charge: PLN 5



Redirect parcel¹

As soon as the shipment is collected, on the day of delivery or after an unsuccessful attempt to deliver, the consignees can redirect their shipments at www.przekieruj.dhlparcel.pl.

Service available to consignees solely on condition that the sender provides a mobile phone number and/or email address under the shipment's address details.

Options available within a single terminal: redirect for collection at a DHL Parcelshop, pick up at a DHL Parcelstation, deliver to a neighbour, provide a new delivery address, change the date of delivery, cancel shipment.

Included in the basic charge

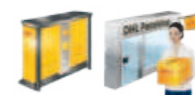


Change of a address

Carried out after receiving a written instruction from the sender².

Charge: PLN 10 – within the DHL Parcel deliverer's Terminal

Charge: 100% of the basic charge – between two DHL Parcel Terminals



Collection at a DHL Parcelshop³ and a DHL Parcelstation⁴

Option to choose the pick-up location and date (for some DHL Parcelshop locations also on Saturdays and Sundays). There is an additional option to have specific shipments, which were shipped on a Friday, delivered on a Saturday to a specific location. The shipment can be picked up within 7 calendar days. The consignee's identity is verified using a PIN code and phone number.

Information about the pick-up locations: www.parcelshop.dhl.pl/mapa.

Included in the basic charge

The company reserves the right to introduce special additional charges connected with dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

¹ Not applicable to DHL PARCEL MAX. The option to redirect for collection at a DHL Parcelshop is available for single-item shipments paid for by senders, with a maximum weight of 25 kg and maximum dimensions of 0.8 x 0.6 x 0.6 (m), but only combined with the additional Shipment Insurance service for shipments with a maximum value of PLN 6,500.

² A written instruction from the sender is not required in the event of readdressing a shipment with the PDI service (within the deliverer's Terminal).

³ Applies to single-item DHL PARCEL POLSKA shipments paid for by senders, with a maximum weight of 25 kg and maximum dimensions of 0.8 x 0.6 x 0.6 (m), with the option to buy only the additional Shipment Insurance service with a maximum value of PLN 6,500. The service may be ordered using the online DHL Parcel tools. The consignee's mobile phone number must be provided in the shipment's address details.

⁴ Applies to single-item DHL PARCEL POLSKA shipments paid for by senders, with a maximum weight of 25 kg and maximum dimensions of 0.6 x 0.4 x 0.4 (m), with the option to buy only the additional Shipment Insurance service with a maximum value of PLN 6,500. The service may be ordered using the online DHL Parcel tools. The consignee's mobile phone number must be provided in the shipment's address details.

All prices are in PLN and will be increased by value-added tax at the applicable rate. To learn more about the additional services, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department.

ADDITIONAL SERVICES – OVERVIEW



Delivery to neighbour⁵

If the consignee is absent, the DHL Parcel courier will deliver the shipment to the alternative address given in the consignment note, if that address is in the direct vicinity of the place of delivery. "Direct vicinity of the place of delivery" means a place located in the same house, building or facility as the place of delivery or a house or property directly adjacent to the place of delivery. The end consignee will be notified by email/SMS that the shipment was delivered to a neighbour.

Included in the basic charge



Saturday delivery⁶

Detailed information about the scope of offering the service (postcode of the place of delivery of the shipment) is available in the DHL24 and DHL eCas applications or in the DHL Parcel Customer Service Department.

Charge: 50% of the basic charge, but no less than PLN 15
Delivery to DHL Parcelshop locations included in the basic service



Delivery between 6 p.m. and 10 p.m.^{7,8}

Service available only for DHL PARCEL POLSKA. Detailed information about the range of the service (postcode of the place of delivery of the shipment) is available in the DHL24 and DHL eCas applications or in the DHL Parcel Customer Service Department.

Charge: PLN 12



Saturday pick-up

Detailed information about the scope of offering a service (postcode of the place of sending the shipment) is available in the DHL24 and DHL eCas applications or in the DHL Parcel Customer Service Department.

Charge: 50% of the basic charge, but no less than PLN 15



Return of undeliverable shipment

Return of shipment to sender. "An undeliverable shipment" is a shipment that could not be delivered by DHL Parcel because: the consignee refused to accept it, the consignee refused to pay for the service, the consignee refused to pay the collection amount as part of the additional Collection and remittance of amount due (COD) service, the consignee failed to collect the shipment after two attempts to deliver, or the address provided was incorrect, thus making delivery impossible.

Charge: 100% of the basic charge⁹



Company packaging

Cardboard packaging is available at all DHL Parcel Customer Service Points and from DHL Parcel couriers.

Charge for the packaging depends on the dimensions:

24.5 x 23.5 x 10.5 (cm) (S)	PLN 2
49.5 x 23.5 x 21.0 (cm) (M)	PLN 3.50
49.5 x 47.0 x 21.0 (cm) (L)	PLN 5
49.5 x 47.0 x 42.0 (cm) (XL)	PLN 6



Delivery confirmation (POD)

Hard-copy confirmation – photocopy of the document with the consignee's signature.

Charge: PLN 8 when requesting the service at the time of sending the shipment

Charge: PLN 18 + PLN 5 for each additional copy of the document when requesting the service after the shipment is sent (available for 1 year after the shipment is delivered)



Electronic delivery confirmation (ePOD)

Electronic confirmation – scan of the document with the consignee's signature.

Available in the DHL24 and DHL eCas application, for shipments sent using these.
Included in the basic charge



Written order¹⁰

Processing written orders submitted by fax or email.

Charge: PLN 5 for the order



Pallet sales

Additional service concerning exclusively the DHL PARCEL MAX service. Applies only to EURO pallets (0.8 m x 1.2 m) that meet the UIC 435-2 standard. Service available to senders paying for transportation, with a clause in this regard in the agreement.

Charge: PLN 30 per pallet



eInvoice

An electronic invoice, equivalent to a paper invoice. eInvoices are multifunctional, secure and easy to use. It provides email notifications regarding an invoice issued, and makes it possible to view and download delivery confirmations for invoiced shipments. eInvoices can be activated and accessed at www.dhlparcel.pl.

Included in the basic charge

The company reserves the right to introduce special additional charges as a result of dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

⁵ Applies only to the DHL PARCEL POLSKA service. Cannot be combined with the Return of confirmed documents service (ROD). Ordering the service using electronic DHL Parcel tools.

⁶ Applies only to DHL PARCEL POLSKA and DHL PARCEL MAX. Cannot be combined with Delivery between 6 p.m. and 10 p.m.

⁷ Applies only to DHL PARCEL POLSKA. Cannot be combined with the Saturday delivery service.

⁸ The charge for the service also applies to customers whose cooperation agreement stipulates the Delivery between 5 p.m. and 10 p.m. service.

⁹ For DHL PARCEL 9 and DHL PARCEL 12 shipments, the charge for the Return of undeliverable shipment service will be calculated according to prices for DHL PARCEL POLSKA.

¹⁰ Available exclusively to Orderers paying for this service.

All prices are in PLN and will be increased by value-added tax at the applicable rate. To learn more about the additional services, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department.

ADDITIONAL CHARGES

CHARGE FOR NON-STANDARD ITEMS

Charge for non-standard items for DHL PARCEL POLSKA, DHL PARCEL 9, DHL PARCEL 12 shipments

A charge will be applied for:

- items whose longest dimension is longer than 1.4 m or if any of the other dimensions exceeds 0.6 m,
- spherical, cylindrical or oval items,
- items with irregular shapes, with protruding elements,
- items with an adhesive surface that prevents sliding (e.g. rubber, etc.),
- items containing loose, heavy pieces or pieces with uneven weight distribution,
- items in loose packaging or irregularly shaped (i.e. where the contents may shift and cause a shift to the centre of gravity while being transported),
- items marked with DHL "TOP" and "CAUTION: Non-standard shipment" stickers,
- items whose contents require special handling (when there is no option of automatic sorting at handling warehouses or if there is a risk of damaging other shipments),
- items containing liquids (barrels, canisters, buckets etc.).

A charge is also applied in the event of a Return of undeliverable shipment with non-standard items.

Charge: PLN 22

Charge for non-standard items for DHL PARCEL MAX shipments

Items placed on a pallet are subject to a charge when:

- pallets with dimensions exceeding 1.2 m x 0.8 m (EURO pallet) were used,
- goods extend beyond the outlines of the pallet,
- goods are not affixed to the pallet (e.g. with film, binding tape, screws, etc.).

A charge will be applied for unpalletized items if:

- their longest dimension is longer than 1.4 m or if any of the other dimensions exceeds 0.6 m,
- they are marked with DHL "TOP" and "CAUTION: Non-standard shipment" stickers,
- they contain liquids (barrels, canisters, buckets etc.),
- they have a spherical, cylindrical or oval shape,
- they have irregular shapes, with protruding elements.

Also subject to a charge are items containing goods that cannot be palletized because of their characteristics (e.g. devices on wheels) and cannot be sorted automatically.

A charge is also applied upon the return to the sender of a shipment with non-standard items.

Charge: PLN 125

OTHER SURCHARGES FOR ALL DOMESTIC PRODUCTS

Repeated call for payment¹

DHL Parcel reserves the right to charge the customer an administrative fee if a repeated call for payment for DHL Parcel services needs to be issued.

Charge: PLN 20

Change of payer

After an invoice has been issued by DHL Parcel, the payer can be changed following the customer's written request. The new payer stated in the "Change of payer form" will be charged an administrative fee for re-issuing an invoice. The form is available on www.dhlparcel.pl in the Model documents tab or at the DHL Parcel Customer Service Department.

Charge: PLN 15 per invoice

Fuel and road surcharge²

A fuel and road surcharge is added to the net basic price of each shipment.

To learn about the amount and method of calculating the surcharge, go to www.dhlparcel.pl

Charge for non-electronic consignment note¹

Charge for handling shipments accompanied by a consignment note completed without using the applications offered by DHL Parcel (DHL24, DHL eCas) or others applications integrated with DHL Parcel systems.

Charge: PLN 2

Reinstatement of wire transfer payments¹

Administrative charge for reinstating the option to pay for DHL Parcel services by wire transfer.

Charge: PLN 40

Charge for an extended version of a paper invoice

Charge for preparing an invoice containing a detailed list of transactions invoiced, covering: the number of the consignment note, the name of the sender and consignee of the shipment and other fees for the shipment. Additionally, it allows for the electronic attachment to the invoice to be made available as an Excel file.

Charge: PLN 3 per invoice

ADDITIONAL INFORMATION

COMBINED SHIPMENTS

DHL PARCEL POLSKA AND DHL PARCEL MAX

Weight and dimensions of each item in a shipment:



- ▶ There is an option of handling combined shipments (sent to a single consignee on a single consignment note) containing items weighing both under and over 31.5 kg.
- ▶ Each of the items must meet the requirements specified in the characteristics of the relevant DHL PARCEL POLSKA (p. 5) and DHL PARCEL MAX (p. 7) services.

Pick-up and delivery:

- ▶ Items weighing up to 31.5 kg are collected and delivered door-to-door, while items weighing over 31.5 kg are delivered on a kerbside drop-off basis.

Method of calculating charges:

- ▶ The charge for a combined shipment is the sum total of charges for individual elements, calculated according to the rules applicable to each service, i.e. DHL PARCEL POLSKA and DHL PARCEL MAX.

HOW TO CALCULATE THE COST OF A COMBINED SHIPMENT

TOTAL AMOUNT OF BASIC CHARGES FOR DHL PARCEL POLSKA AND DHL PARCEL MAX
more information on pages 4 and 6

+

FUEL AND ROAD SURCHARGE
for the current amount of surcharge go to
www.dhlparcel.pl

+

TOTAL AMOUNT OF CHARGES FOR ADDITIONAL SERVICES AND/OR ADDITIONAL PAYMENTS FOR DHL PARCEL POLSKA AND DHL PARCEL MAX
more information on page 8-10

+

VAT
at the applicable rate

PROHIBITED AND RESTRICTED GOODS

DHL Parcel does not accept shipments which contain¹:

- cash, securities, other payment documents,
- valuables (jewellery, works of art, antiques, coins and medals etc.),
- weapons and ammunition,
- perishables requiring special transport conditions,
- chemically and biologically active goods,
- animals,
- human and animal remains,
- narcotics and psychotropic substances,
- medications requiring special transport conditions,
- other goods which, due to their properties, might pose a health hazard to the people coming into contact with them, or which might damage or destroy other shipments,
- other goods the transporting of which is prohibited under applicable laws.

COMPLAINTS

We make every effort to ensure that our customers' shipments reach them on time, safely and at the correct address. If you have any complaints or comments on the quality of our services, please go to www.dhlparcel.pl.

The company reserves the right to introduce special additional charges connected with dramatic price changes that influence the cost of transportation (fuel prices, taxes, etc.).

¹ Not applicable to consumers.

² Previously known as a fuel surcharge.

All prices are in PLN and will be increased by value-added tax at the applicable rate. To learn more, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department.

¹ More information is provided in the Regulations for the provision of domestic shipping and postal services of DHL Express (Poland) Sp. z o.o., and at www.dhlparcel.pl. To learn more about the services, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department.

SOLUTIONS FOR THE SENDER

We offer convenient options for sending your shipments. You can choose to schedule a DHL Parcel Courier online and send promotional DHL Parcel Packages from a DHL Parcelshop location.



DHL24

The no-installation-required app is available 24 / 7 via web browser at www.dhl24.com.pl.

Sign up for the multi-feature DHL24 app to enjoy a variety of benefits such as the ability to:

- pay for shipments online, calculate the cost of your shipment and selected additional services and learn about current promotional offers,
- build your consignee address book,
- prepare shipment templates,
- quickly prepare your shipments using your shipment history (copying),
- book a DHL Parcel courier and track the order status,
- print consignment notes,
- track the status of your shipments,
- access the scanned version of the document with the consignee's signature,
- view your shipment history,
- file a complaint and track its status.

You can also use DHL24 without registering. This option allows you to:

- calculate the pricing of shipments and selected additional services (including promotional offers),
- prepare and print a consignment note,
- schedule pick-up by a DHL Parcel courier.

SOLUTIONS FOR THE CONSIGNEE

Other services facilitating the delivery of shipments



Collection at a DHL Parcelshop and DHL Parcelstation

The consignee locates the nearest DHL Parcelshop and collects the shipment on their way home from work.

- An online shop customer is able to choose the best place and time to collect their shipment (for some locations also on Saturdays and Sundays).
- The consignee receives notification that the shipment is ready for pick-up.
- The shipment can be collected within 7 calendar days of the notification, at any time during the location's business hours.
- Shipments sent on a Friday can be delivered on Saturday to a selected pick-up location.



Delivery to neighbour

A neighbour's help is invaluable, especially if the consignee is unable to wait for the DHL Parcel courier.

- If the DHL Parcel courier misses the consignee, he will immediately attempt to deliver the shipment to the neighbour specified.
- The customer does not have to wait for the DHL Parcel courier, and the shipment will still be delivered as scheduled.
- The consignee will be notified by email/SMS that the shipment was delivered to the neighbour.



Email/SMS notifications

Free notifications keep the consignee informed about the estimated time of delivery of their shipment. They allow him/her to learn about the DHL courier's unsuccessful attempt to deliver their shipment and to easily redirect the shipment at www.przekieruj.dhlparcel.pl.

- Email and SMS notifications inform the consignee that the item has shipped, provide the estimated date of delivery and notify them about any unsuccessful attempts to deliver.
- Knowing the approximate time of delivery of the shipment can help the consignee plan their day more effectively.
- Notifications eliminate the need to contact the online store about shipments.



Returns

Implementing DHL24 Authorised Shipment makes things much easier for the consignee of a shipment from a customer.

- Essential information about the items being returned is provided at the time of dispatch, which makes the processing of the return faster and more efficient.
- The consignee completes the order form on the customer's website, available 24 hours a day.
- The consignee selects the place and time of sending the shipment.
- The consignee personally generates and prints a consignment note containing information provided by the customer about the goods being returned.



Redirect parcel

As soon as the item ships, on the day of delivery or after an unsuccessful attempt to deliver, consignees can redirect their shipments at www.przekieruj.dhlparcel.pl.

Without having to get in touch with the sender, the consignee can decide on the most convenient way to redirect the parcel by:

- scheduling the shipment for pick-up at a selected DHL Parcelshop location (pick-up within 7 calendar days, counting from the day following delivery to the location),
- changing the date or address of delivery of a shipment (delivery no later than on the tenth calendar day, counting from the day after sending),
- adding a service or changing the address for delivery to a neighbour.

The consignee can also use the Redirect parcel service to cancel the shipment (stating the reason for the cancellation).

The consignee is notified that he/she may redirect the shipment through the Email/SMS notification service, the Information before delivery (PDI) service, and when checking the status at www.dhlparcel.pl. A mobile-friendly version of the www.przekieruj.dhlparcel.pl website is also available.

All electronic tools presented in the price list are free.

More information on the electronic tools can be obtained at www.dhlparcel.pl or from the DHL Parcel Customer Service Department.

To learn more about the services, go to www.dhlparcel.pl or contact the DHL Parcel Customer Service Department or a DHL Parcel Sales Representative.

