



# Shipment Form

[Clear All](#)

- ☐ Process Shipment  
☐ Request a Pickup

[Transmit to DHL](#)

## 1 Payer account number and protection details

Charge to ☒ Shipper ☐ Receiver ☐ 3rd Party ☐ Cash Shipment

Payer Account No \*

Shipment Value Protection

See

[Terms & Conditions](#)

☐ Yes Protection value

Local Currency

## 2 From (Shipper)

Shipper's Account Number \*

Contact Name \*

Shipper's Reference \*

Company Name \*

Country \*

1

City \*

Postcode

Address \*

State

Phone \*

Federal Tax ID

☒

CNPJ

☐

CPF

IE/RG

## 3 To (Receiver)

[Save](#)

[List](#)

[Delete](#)

[Clear](#)

Company Name \*

Country \*

City \*

Address \*

Postcode

*DHL cannot deliver to a PO Box*

State

Contact Person \*

Phone \*

Federal Tax ID

☒

CNPJ

☐

CPF

IE/RG

## 4 Products & Services

(\* Products not available to and from all location. Please go to <http://dcl.dhl.com> to check on it.)

Type

IND

Product

EWV

☐ Delivery Notification

Please use ";" if entering multiple email ID's

## 5 Shipment details

K

Dimensions in CM

Pieces*	Piece Weight *	Length	Width	Height

Total number of Packages :

Total Weight :

Kg(s)

[More](#)

## 6 Full description of contents

Give content and quantity \*

## 7 Non Document shipment only (Customs Requirements)

Attach the original and four copies of a Proforma or Commercial invoice

Shipper's VAT/GST number

Receiver's VAT/GST

Declare Value for Customs  
(as on commercial/proforma invoice)

Harmonised Commodity Code  
(if applicable)

Local Currency

TYPE OF EXPORT

☒ Permanent

☐ Temporary

☐ Repair/Return

Destination duties/taxes

☒ Receiver

☐ Shipper

☐ Others

specify approved account number

## 8 Shipper's agreement

Unless otherwise agreed in writing, I/we agree that DHL's Terms and Conditions of Carriage are all the terms of the contract between me/us and DHL and (1) such Terms and Conditions and, where applicable, the Warsaw Convention limits and/or excludes DHL's liability for loss, damage or delay and (2) this shipment does not contain cash or dangerous goods

(see [Terms & Conditions](#) )

☐ I Agree

Date



Customs Document

(To be filled for Dutiable Shipments Only)

Clear All

<div>1 Shipper</div>	<div>4 Invoice Details</div> <div>Type Of Invoice *Commercial Invoice</div> <div>Date</div> <div>Invoice Number</div> <div>Shipment Reference</div>
<div>2 Receiver</div>	<div>5 Shipping Terms</div> <div>Payer of GST/VAT</div> <div>Type of Export</div> <div>Terms of Payment</div> <div>Currency Code</div> <div>Incoterm *DAP - Delivered At Place</div>
<div>3 Bill to Third Party</div>	<div>6 Comments</div>

Add Next Item

Please note that maximum of 10 items can be added

7 Item Description										
No.	Full Description of Goods *	QTY *	UOM	Commodity Code	Unit Value *	Subtotal Value	Unit Net Weight	Subtotal Weight	Country of Origin *	State of Origin <small>(Applicable for Australia only)</small>
X			N/A						0	
Total Declared Value						Total Net Weight		Kg(s)		
Total Pieces						Total Gross Weight		Kg(s)		



## Pickup Form

Clear All

- ☐ Process Shipment  
☐ Request a Pickup

Transmit to DHL

<b>1 Shipper</b>	<b>2 Pick Up Details</b>
Copy Shipper Data	
Account Number *	Date of Pickup *
Contact Name *	Pickup Weight * K Total Pieces*
Company Name *	Ready By Time * 00 : 00 Closing Time * 00 : 00
Country * City *	<b>3 Location Details</b>
1	Location Type * <input checked="" type="radio"/> Business <input type="radio"/> Residence
Address * Postcode	Location of Package(s) *
State/Province	
Phone * Ext.	<b>4 Special Instruction</b>

## DHL EXPRESS

### TERMS AND CONDITIONS OF CARRIAGE("Terms and Conditions")

#### IMPORTANT NOTICE

When ordering DHL's services you, as "Shipper", are agreeing, on your behalf and on behalf of anyone else with an interest in the Shipment, that the Terms and Conditions shall apply from the time that DHL accepts the Shipment unless otherwise agreed in writing by an authorised officer of DHL. "Shipment" means all documents or parcels that travel under one waybill and which may be carried by any means DHL chooses, including air, road or any other carrier. A "waybill" shall include any label produced by DHL automated systems, waybill, or consignment note and shall incorporate these Terms and Conditions. Every Shipment is transported on a limited liability basis as provided herein. If Shipper requires greater protection, then protection may be arranged at an additional cost. (Please see below for further information). "DHL" means any member of the DHL Express Network.

#### 1 Customs, Exports and Imports

DHL may perform any of the following activities on Shipper's behalf in order to provide its services to Shipper: (1) complete any documents, amend product or service codes, and pay any duties or taxes required under applicable laws and regulations, (2) act as Shipper's forwarding agent for customs and export control purposes and as Receiver solely for the purpose of designating a customs broker to perform customs clearance and entry and (3) redirect the Shipment to Receiver's import broker or other address upon request by any person who DHL believes in its reasonable opinion to be authorised.

#### 2 Unacceptable Shipments

Shipper agrees that its Shipment is acceptable for transportation and is deemed unacceptable if:-

- it is classified as hazardous material, dangerous goods, prohibited or restricted articles by IATA (International Air Transport Association), ICAO (International Civil Aviation Organisation), ADR (European Road Transport Regulation on dangerous goods), any applicable government department or other relevant organisation;
- no customs declaration is made when required by applicable customs regulations; or
- It contains counterfeit goods, animals, bullion, currency, banderols/tax stickers, bearer form negotiable instruments, precious metals and stones: real or imitation firearms, parts thereof, weapons, explosives and ammunition: human remains, pornography or illegal narcotics/drugs.
- it contains any other item which DHL decides cannot be carried safely or legally, or
- its packaging is defective or inadequate.

#### 3 Deliveries and Undeliverables

Shipments cannot be delivered to PO boxes or postal codes. Shipments are delivered to the Receiver's address given by Shipper (which in the case of mail services shall be deemed to be the first receiving postal service) but not necessarily to the named Receiver personally. Shipments to addresses with a central receiving area will be delivered to that area. If the Shipment is deemed to be unacceptable, or it has been undervalued for customs purposes, or Receiver cannot be reasonably identified or located, or Receiver refuses delivery or to pay for delivery, DHL shall use reasonable efforts to return the Shipment to Shipper at Shipper's cost, failing which the Shipment may be released, disposed of or sold by DHL without incurring any liability whatsoever to Shipper or anyone else, with the proceeds applied against service charges and related administrative costs and the balance of the proceeds of a sale to be returned to Shipper.

#### 4 Inspection

DHL has the right to open and inspect a Shipment without notice.

#### 5 Shipment Charges

DHL's Shipment charges are calculated according to the higher of actual or volumetric weight and any Shipment may be re-weighed and re-measured by DHL to confirm this calculation. Shipper shall pay or reimburse DHL for all Shipment charges, ancillary charges, duties and taxes owed for services provided by DHL or incurred by DHL on Shipper's or Receiver's or any third party's behalf and all claims, damages, fines and expenses incurred if the Shipment is deemed unacceptable for transport as described in Section 2.

#### 6 DHL's Liability

DHL's liability is strictly limited to direct loss and damage only and to the per kilo/lb limits in this Section 6. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business), whether such loss or damage is special or indirect, and even if the risk of such loss or damage was brought to DHL's attention before or after acceptance of the Shipment. If a Shipment combines carriage by air, road or other mode of transport, it shall be deemed to have been carried by air. DHL's liability in respect of any one Shipment transported, without prejudice to Sections 7-11, is limited to its actual cash value and shall not exceed the \$US : 25.00/kilogram or \$US 11.34/lb for Shipments transported by air or other non-road mode of transportation; or \$US 12.00/kilogram or \$US 5.44/lb for Shipments transported by road. Claims are limited to one claim per Shipment settlement of which will be full and final settlement for all loss or damage in connection therewith. If Shipper regards these limits as insufficient it must make a special declaration of value and request protection as described in Section 8 (Shipment Protection) or make its own protection arrangements, failing which Shipper assumes all risks of loss or damage.

#### For China Domestic Shipments

DHL's liability in respect of any one Shipment transported within the boundaries of P.R. China, is limited to RMB20.00/kilogram.

#### 7 Time Limits for Claims

All claims must be submitted in writing to DHL within thirty (30) days from the date that DHL accepted the Shipment, failing which DHL shall have no liability whatsoever.

#### 8 Shipment Protection Value \*

DHL can arrange protection for Shipper covering the actual cash value in respect of loss of or physical damage to the Shipment, provided the Shipper completes the protection section on the front of the waybill or requests it via DHL's automated systems and pays the applicable premium. Shipment protection does not cover indirect loss or damage, or loss or damage caused by delays.

#### 9 Delayed Shipments and Money- Back Guarantee

DHL will make every reasonable effort to deliver the Shipment according to DHL's regular delivery schedules, but these schedules are not binding and do not form part of the contract. DHL is not liable for any damages or loss caused by delays. Certain services have a money-back guarantee which provides for a credit or refund for delay of all or a part of the Shipment's transport charges in some cases. The Money-Back Guarantee Terms and Conditions are available on the DHL website (www.dhl.com) or from DHL Customer Service.

#### 10 Circumstances Beyond DHL's Control

DHL is not liable for any loss or damage arising out of circumstances beyond DHL's control. These include but are not limited to:- electrical or magnetic damage to, or erasure of, electronic or photographic images, data or recordings; any defect or characteristic related to the nature of the Shipment, even if known to DHL; any act or omission by a person not employed or contracted by DHL e.g. Shipper, Receiver, third party, customs or other government official; "Force Majeure" - e.g. earthquake, cyclone, storm, flood, fog, war, plane crash or embargo, riot or civil commotion, industrial action.

#### 11 International Conventions

If the Shipment is transported by air and involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention or the Montreal Convention, as applicable, governs. For international road transportation, the Convention for International Carriage of Goods by Road (CMR) may apply. These conventions limit DHL's liability for loss or damage.

#### 12 Shipper's Warranties and Indemnity

Shipper shall indemnify and hold DHL harmless for any loss or damage arising out of Shipper's failure to comply with any applicable laws or regulations and for Shipper's breach of the following warranties and representations:-

- all information provided by Shipper or its representatives is complete and accurate;
- the Shipment was prepared in secure premises by Shipper's employees;
- Shipper employed reliable staff to prepare the Shipment;
- Shipper protected the Shipment against unauthorised interference during preparation, storage and transportation to DHL;
- the Shipment is properly marked and addressed and packed to ensure safe transportation with ordinary care in handling;
- all applicable customs, import, export and other laws and regulations have been complied with; and
- the waybill has been signed by Shipper's authorised representative and the Terms and Conditions constitute binding and enforceable obligations of Shipper.

#### 13 Routing

Shipper agrees to all routing and diversion, including the possibility that the Shipment may be carried via intermediate stopping places.

#### 14 Governing Law

Any dispute arising under or in any way connected with these Terms and Conditions shall be subject, for the benefit of DHL, to the non-exclusive jurisdiction of the courts of, and governed by the law of, the country of origin of the Shipment and Shipper irrevocably submits to such jurisdiction, unless contrary to applicable law.

#### 15 Severability

The invalidity or unenforceability of any provision shall not affect any other part of these Terms and Conditions.

\* Not available for mail services