

DHL SERVICE POINT AT A GLANCE



Carbon neutral shipping



Secure DHL door-to-door delivery



UK and international delivery to over 220 countries and territories worldwide



Free envelopes and boxes



Pay by box size, not weight



Over 1,300 UK DHL Service Points with convenient locations and opening hours



Track your parcel online, by phone or by text



Parcel signed for on delivery



Complete details online and pay in store

[dhl.co.uk/parcel](https://www.dhl.co.uk/parcel)

OUR SIZE AND PRICE GUIDE

	ENVELOPE 1	BOX 2	BOX 3	BOX 4	BOX 5	BOX 6	BOX 7
Sizes and maximum recommended weights	27 x 35 x 2cm Up to 0.5kg	34 x 18 x 10cm Up to 1.5kg	34 x 32 x 10cm Up to 3kg	34 x 32 x 18cm Up to 7kg	34 x 32 x 34cm Up to 12kg	42 x 36 x 37cm Up to 18kg	48 x 40 x 39cm Up to 25kg
United Kingdom Delivery time* 1 day	£7.95	£13.95	£15.95	£16.95	£19.95	£21.95	£23.95
Europe EU Delivery time* 1-2 days	£22.95	£33.95	£36.95	£42.95	£61.95	£78.95	£94.95
Europe Non-EU Delivery time* 1-2 days	£28.95	£36.95	£39.95	£49.95	£79.95	£104.95	£119.95
USA/Canada /Mexico Delivery time* 1-3 days	£30.95	£37.95	£40.95	£55.95	£89.95	£109.95	£125.95
Rest of World Delivery time* 1-4 days	£38.95	£49.95	£57.95	£78.95	£138.95	£172.95	£199.95

Prices include VAT and Brexit adjustment where applicable.

* The transit times apply from the day your parcel was collected from the store by the courier. DHL couriers only collect **Monday to Friday** (excluding bank holidays). If the courier has already collected when you drop your parcel off (please check with the store), add **+1 working day** to the transit time (weekends are not working days). The transit times are to major destinations, **do not** include time in Customs and are provided as a guide only. Transit times are also affected by public holidays in the destination country.

THE FOLLOWING ITEMS WILL NOT BE ACCEPTED FOR CARRIAGE BY DHL

This list includes items which are prohibited for carriage by any law, regulation or statute of any federal, state or local government of any country from, to or through which the items may be carried. For international carriage there may be additional prohibited items specified by the country of destination. DHL may at its sole discretion refuse to carry other items not listed below.

Most common prohibited items

- Aerosols, perfumes and aftershaves
- Batteries – damaged or defective
- Batteries – loose, any type
- Cash
- Foodstuffs to the EU
- Nail polish
- Power banks

Alcohol, cigarettes and narcotics

- Alcohol – subject to local restrictions
- Cigarettes, cigars, tobacco products and electronic cigarettes
- Medicinal cannabis and illegal narcotics

Electronic devices

- More than 2 mobile phones, laptops and other small electronic items
- Samsung Galaxy Note7 & Samsung Note7 devices

Hazardous and dangerous items

- Dangerous / hazardous goods
- Firearms, ammunition and explosives
- Party poppers and Christmas crackers
- Used car parts and engines

Human, animals and plants

- Animal trophies, animal parts and furs
- Clinical and / or biological samples
- Flowers and plants
- Human remains or ashes
- Live animals

Money, valuables and tax stickers

- Antiques, works of art and fine art
- Banderols / tax stickers
- Bullion
- Cash and travellers cheques

- Commemorative coins and medals

- Jewellery, costume jewellery, watches and objects constructed of precious metal and/or stones

- Loose precious and semi-precious stones

Other

- Counterfeit goods
- Illegal goods
- Pornography

For a complete list of prohibited items, please ask at your local DHL Service Point or visit [dhl.co.uk/prohibited](https://www.dhl.co.uk/prohibited)

IMPORTANT INFORMATION

TAXES & DUTY: All parcels are subject to security / Customs inspections. Goods sent outside of the UK may be subject to Customs duties and taxes. The receiver will be required to pay such taxes or duty prior to, on or after delivery.

TRANSIT TIMES: While many of our locations are open 7 days a week for dropping parcels off, our couriers only collect Monday to Friday (excluding bank holidays). Our transit times apply from the day the courier collects from the DHL Service Point and the latest drop off times are available from the store. Our estimated transit times are to major destinations, do not include time in Customs, are provided as a guide only and are not guaranteed. Transit times can vary depending on the size and content of the shipment, the origin and destination locations within each country and public holidays.

PROHIBITED ITEMS: DHL shall not be liable in the event that you have shipped any prohibited items as displayed in store. If your parcel contains a prohibited item, it may be delayed or stopped and you will be contacted by DHL. For advice please contact DHL Customer Service on **0844 248 0844***

TERMS & CONDITIONS: DHL's Terms and Conditions of Carriage apply. These are available on the reverse of the shipping information form located at the DHL Service Point or dhl.co.uk/terms

LIABILITY: DHL's liability for direct loss or damage is limited to the lesser of the current market or declared value of the goods or 22 Special Drawing Rights per kilogram (approximately US\$ 30.00 per kilogram) for shipments transported by air or 8.33 Special Drawing Rights per kilogram (approximately US\$ 11.00 per kilogram) for shipments transported by road. Please see dhl.co.uk/terms for full details.

INSURANCE: Additional Insurance is not available at all DHL Service Point locations; please check with your local DHL Service Point for availability or call DHL Customer Service on **0844 248 0844***. The charge for insurance is £12 for shipments valued up to £800 or 1.5% of the total value if greater than £800. If Insurance is not accepted or is not available then DHL's Standard Liability applies as outlined above.

TRACKING: Tracking information will not be available until the shipment is collected from the DHL Service Point by a DHL courier.

CLAIMS: In the unlikely event that you need to make a claim, please see our claims guide available at dhl.co.uk/claims or contact DHL Customer Service on **0344 248 0879**.

DATA PROTECTION: Your personal details are important to us and will be used in compliance with the Data Protection Act 2018 and any other applicable data protection legislation. Details of DHL's Privacy Policy can be found at dhl.co.uk/privacy. By signing the DHL Service Point order, you, as shipper, acknowledge and accept you have obtained all necessary consents in relation to personal data provided to DHL including Receiver's data as may be required for transport, customs clearance and delivery.

DHL TRANSIT TIMES TO POPULAR DESTINATIONS

We offer some of the fastest transit times in the industry – and your parcel will stay in our global network from pick up to final delivery. DHL delivers to more than 220 countries and territories around the world, here are some of our popular destinations.

Country	DHL Service Point Zone	DHL Delivery Time (Days)*
Australia	Rest of World	3
Canada	USA/Canada/Mexico	1
China	Rest of World	2
France	EU	1
Germany	EU	1
Ghana	Rest of World	2
Hong Kong	Rest of World	2
India	Rest of World	2
Italy	EU	1
Kenya	Rest of World	2
Nigeria	Rest of World	2
Pakistan	Rest of World	2
Philippines	Rest of World	2
Saudi Arabia	Rest of World	2
South Africa	Rest of World	2
Spain	EU	1
United Arab Emirates	Rest of World	2
United Kingdom	UK	1
USA	USA/Canada/Mexico	1
Zimbabwe	Rest of World	3

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SAVE TIME IN STORE

Complete your parcel details online before you visit a DHL Service Point to save you time in store.



- 1 Scan QR code or visit dhl.co.uk/send
- 2 Complete your parcel details online
- 3 Show the confirmation number at the counter of a DHL Service Point
- 4 Pay and send your parcel

OUR GOGREEN JOURNEY

MISSION 2050
ZERO EMISSIONS
GOGREEN

As parcel deliveries have an impact on our planet, our goal is to be carbon neutral. We are constantly investing in the greenest shipping solutions possible, from electric vehicles to more efficient technology. We offset the carbon footprint of shipments sent through DHL Service Point by funding climate protection projects.

Find out more at dhl.co.uk/gogreen



1m trees planted each year



Invested in 13,500 vehicles with alternative drive systems and 27,000 bicycles since 2017



Funding for 7 global climate protection projects

CUSTOMER HELPLINE

0844 248 0844*
dhl.co.uk/parcel

* Calls to DHL UK phone numbers beginning '084' cost 7 pence per minute, plus your phone company's access charge.

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Southern Hub
Unit 1, Horton Road
Colnbrook, Berkshire
SL3 0BB

Company number: 1184988
VAT number: 751812341

Valid: 01/2021
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GOGREEN WITH DHL CARBON NEUTRAL DELIVERY

For every parcel sent with DHL Service Point, we'll offset the carbon emissions by investing in climate protection projects

FREE PACKAGING & SIMPLE BOX SIZE PRICING

OVER 1,300 LOCATIONS

CARBON NEUTRAL SHIPPING

dhl.co.uk/parcel

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