



Fees and Surcharges 2026

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	Product / Service	Zone / Country	Amount (AUD, excludes GST)
PICKUP / DELIVERY			
Case Pick-up / Delivery Surcharge Applicable to every cage pickup / delivery with less than 150 kg of dead weight per cage on average per pickup / delivery event per pickup / delivery location if cage pickup is not included in the rates stated in the Rate Guide	All Products / Services	All Zones / Countries	\$100.00 per cage
Overweight Pickup / Delivery Surcharge Applicable to every shipment, including a pallet or cage exceeding a dead or volumetric weight of 70 kg	All Products / Services	All Zones / Countries	\$160.00 per shipment
Oversize Piece Pickup / Delivery Surcharge Applicable to every shipment, including a pallet or cage, with a single dimension in excess of 120cm	All Products / Services	All Zones / Countries	\$160.00 per shipment
Non- Stackable Pickup / Delivery Surcharge Applicable to every pallet or cage that cannot be stacked, either on request by the shipper, or because of the shape, content or packaging	All Products / Services	All Zones / Countries	\$450.00 per pallet or per cage
ITEM HANDLING			
Data correction	All Products / Services	All Zones / Countries Including Australia	\$5.00 per data field per piece
Relabeling / Processing Fee Applicable to freight received by DHL without Final Mile Label	PKD, PPS, PPE, PLD, PLT, PLE, BBD	All Zones / Countries Excluding Australia	\$2.00 per piece
Relabeling / Processing Fee Applicable to freight received with Final Mile Label and relabelled by DHL	PKD, PPS, PPE, PLD, PLT, PLE, BBD	All Zones / Countries Excluding Australia	\$5.00 per piece
Relabeling	All Products / Services	Australia	\$10.00 per piece
Individual shipment data missing	All Products / Services	All Zones / Countries Excluding Australia	\$20.00 per piece
	All Products / Services	Australia	\$35.00 per individual piece
Manual Handling Surcharge Applicable to items weighing over 5 kilograms	All Products / Services	Australia	\$10.00 per piece
PACKAGING SURCHARGE			
Oversize Surcharge Applicable to items weighing up to 2 kg with dimensions not within the maximum dimensions (L + W + H < 90cm, greatest dimension < 60cm)	PKD, PPS and PPE	All Zones / Countries	\$30.00 per piece
Mailing Tube Surcharge	PLT	Canada	\$5.00 per piece
Oversize Surcharge Applicable to items with any dimension (L or W or H) exceeding 1 metre	PLT	Canada	\$30.00 per piece
Oversize Surcharge Applicable to items exceeding 0.04 cubic metres (40000 cubic centimetres) in volume (L*W*H)	PLT	United Kingdom	\$3.00 per piece
Oversize Surcharge Applicable to items exceeding 1 cubic foot (28316 cubic centimetres) in Volume (L*W*H); to be charged on the greater of dead weight and volumetric weight with a minimum chargeable weight equivalent to 500 grams per item	PLT, PLE and BBD	USA	\$10.00 per kg
Oversize Surcharge Applicable to items exceeding any maximum limit stated in the rate guide	All Products / Services	Australia	\$100.00 per piece
Extra Length Surcharge Applicable to items exceeding 55 cm in length and upto 76 cm in length	PLT, PLE and BBD	USA	\$10.00 per piece
Extra Length Surcharge Further charge applied if items length exceeding 76 cm in length	PLT, PLE and BBD	USA	\$30.00 per piece
Extra Volume Surcharge Applicable to items exceeding 2 cubic feet (56633 cubic centimetres) in volume	PLT, PLE and BBD	USA	\$40.00 per piece
ADDITIONAL SERVICES SURCHARGE			
Return of recalled / restricted shipments	All Products / Services	All Zones / Countries Including Australia	POA (Price on Application)
Redeliveries and Returns	All Products / Services	All Zones / Countries Including Australia	POA (Price on Application)
Underdeliverables	PLT	United Kingdom	\$5.00 per piece
	All Products / Services	Australia	\$20.00 per piece
	All Products / Services	All Zones / Countries (except PLT UK, Australia)	POA (Price on Application)
Package Redirection	PLT	Canada	\$20.00 per piece
Package Redirection	All Products / Services	Australia	POA (Price on Application)
Destruction / Disposal	All Products / Services	All Zones / Countries Including Australia	POA (Price on Application)
Signature on delivery	PLT and BBD PLT	Canada, United Kingdom, USA New Zealand	\$6.00 per piece \$1.00 per piece
Proof of delivery	PLT	United Kingdom	\$1.00 per piece
SVP compensation	PLT, PLE and BBD PPS and PPE	All Zones / Countries All Zones / Countries	\$3.00 per piece \$1.50 per piece

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CUSTOMS / CLEARANCE			
Customs Tariff (New Zealand Tariff Code) Classification Fee Applicable for any items over NZD 400 declared value, up to maximum allowable declared value of NZD 1000	PLT	New Zealand	\$10.00 per commodity
Customs / MPI Inspection Fee	PLT	New Zealand	\$50.00 per piece
MPI Permit / MPI Application Fee	PLT	New Zealand	\$50.00 per piece
Customs Attendance Fee	PLT and PLE	All Zones / Countries	\$50.00 per piece
Import AFR Disbursement Fee	PLT and PLE	All Zones / Countries	\$50.00 per piece
Dangerous Goods Handling Charge (Destination)	PLT and PLE	All Zones / Countries	\$100.00 per piece
Tariff Code Fee Applicable if an accurate Tariff Code is not provided for each shipment / piece	PLT and PLE	All Zones / Countries	\$5.00 per piece
Custom Processing Fee	PLT, PLE, BBD	USA	\$2.75 per piece
FDA Processing Fee Applicable to qualifying commodities under the U.S. Food & Drug Association	PLT, PLE, BBD	USA	\$50 per lodgement
Custom Examination Fee Applicable if Harmonised System Code is not clear / correct	PLT, PLE, BBD	All Zones / Countries	\$20.00 per piece
High Value Entry Fee Applicable to items with declared value > GBP 135	PLT	United Kingdom	\$10.00 per piece
High Value Entry Fee Applicable to items with declared value > CAD 20	PLT	Canada	\$1.00 per piece
High Value Entry Fee Applicable to items with declared value > EUR 150	PLT	Europe	\$1.00 per piece
DDU Administration Fee - Charged to Receiver Maximum Declared Value: United Kingdom (GBP 2500), Europe (EUR 2500)	PLT	Europe, United Kingdom	\$20.00 per piece
Delivery Duty Unpaid (DDU) - Additional Charge	PLT	United Kingdom, Europe, Canada	\$1.00 per piece
Low Value Entry Fee Applicable to items with declared value < EUR 150	PPS, PLD, PKD	France	\$3.65 per piece
Low Value Entry Fee Applicable to items with declared value ≤ NZD 1,000	All Products / Services	New Zealand	\$ 2.15 per piece
Low Value Entry Fee Applicable to items with declared value < EUR 150	PPS, PLD, PKD	Romania	\$ 9.00 per piece
Low Value Entry Fee Applicable to items with declared value < EUR 150 Applicable if the charge is not collected from the recipient	PPS, PLD, PKD	Italy	\$3.65 per piece
REMOTE SURCHARGE			
Remote delivery surcharge Applicable to deliveries to Alaska, Hawaii, Puerto Rico and Virgin Islands (Note - these remote areas are subject to change)	PLE	USA	\$5.00 per piece
Remote delivery surcharge Applicable to deliveries to Alaska, Hawaii, Puerto Rico and Virgin Islands (Note - these remote areas are subject to change)	PLT and BBD	USA	Higher of \$15.00 per piece and \$25.00 per kg
Remote delivery surcharge Applicable to deliveries to Highlands & Islands (AB36-38, 54-56, FK17-FK22, HS, IV, ZE, KA27, KA28, KW, PA20-80, PH15-50), Channel Islands (JE, GY), Northern Island (BT), BFPO (BF), Isle of Man (IM) (Note - these remote areas are subject to change)	PLT	United Kingdom	\$15.00 per kg
FUEL SURCHARGE			
Fuel Surcharge	All Products / Services	Australia	As advised each month
EMERGENCY SURCHARGE			
Effective 01 April 2026	All Products / Services	All Zones/Countries	14.9%
INSPECTION AND SCREENING			
Dangerous / Restricted Goods inspection charge	All Products / Services	All Zones / Countries Including Australia	\$50.00 per piece
RACA Security Screening Fee	All Products / Services excluding BMD	All Zones / Countries Including Australia	\$0.50 per piece

General Conditions

- Fees and Surcharges stated in this document will be charged in addition to the applicable rates based on product / service and destination zone / country as set out in the Rate Guide and in addition to any other penalty, fees, charges, surcharges, customs duties and/or other relevant tax imposed not specified above
- Product / Service - BMD (Business); PKD (Packet International Standard); PPS (Packet Plus International Standard); PPE (Packet Plus International Expedited); PLT (Parcel International Direct Standard); PLE (Parcel International Direct Expedited); BBD (Break Bulk Deferred)

For the latest updates on applicable fees and surcharges, please visit our Customer Portal: <https://ecommerceportal.dhl.com/Portal/pages/login/userlogin.xhtml>