



Service Surcharges 2025

Saturday Delivery

The delivery of a shipment on a Saturday, when Saturday is not a standard working day, or on a Friday, when Friday is not a standard working day. This service is only available in selected postal / zip code areas. To check availability please contact us.

Fee is dependant on the chosen service.

Saturday Collection

The collection of a shipment on a Saturday, when Saturday is not a standard working day, or on a Friday, when Friday is not a standard working day. This service is only available in selected postal/zip codes areas. To check availability please contact us.

Fee is dependant on the chosen service.

Shipment Insurance

The provision, at individual shipment level, of declared value coverage above Standard Liability for the amount necessary to repair or replace a shipment in the event of physical loss or damage.

Fee is dependant on the chosen service.

Extended Liability

At Shipper's request, the provision of fixed value compensation over and above Standard Liability, for the amount necessary to repair or replace the document contents of a shipment / piece in the event of physical loss or damage due to an external cause. Please note that this service is only applicable to document shipments outside of the EU.

Fee is dependant on the chosen service.

Duties & Taxes Paid (DTP)

At the Shipper's request, an administration charge for invoicing duties and taxes to the Shipper instead of the Receiver. Equivalent to Incoterm DDP.

Fee is dependant on the chosen service.

Neutral Delivery (NDS)

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 is removed before delivery.

Fee is dependant on the chosen service.

Split Duty and Tax

At Shipper's request, an administration charge for invoicing duties to the Shipper or third party, while taxes are invoiced to the Receiver or third party at destination. VAT cannot be billed to an entity in a third country. This process allows the Receiver to recover VAT on the value of imported goods. Fee is £35.00 per shipment.

Packaging

Via the DHL express service, we can offer three types of packaging services:

- Standard packaging that consists of DHL flyer bags and document envelopes. These items are provided free of charge.
- Premium packaging, including DHL cartons and boxes. These items are provided at cost.
- Industry specific packaging designed for specialist shipping requirements. A charge applies to these items, please contact us for more information.



Shipment Preparation

At Shipper's request, the preparation of a shipment / piece and of any non-customs related transportation documents at origin, on behalf of the Shipper or Payer, including customer requested 'pick & pack' activities. Price on request dependant on requirements. Please contact us for further information.

Disbursements

At Receiver's request, the use of credit or cash to fund the clearance, duty and tax charges related to a shipment / piece, instead of the Receiver using their own bond or credit line. The customs process is accelerated with the importing transportation provider making prompt payment of relevant charges, with the Receiver making prompt payment to ONE Logistics in accordance with T&C's.

Per shipment:

4.0% of declared value subject to a minimum charge of £45.00.

Clearance Authorisation / Clearance Data Modification

The contacting by the chosen carrier of the designated Importers who have specifically requested contact prior to customs clearance of the shipment / piece is initiated by DHL. Fee is £45.00 per authorisation/shipment.

Broker Notification

At Customer's request, the preparation and delivery by carrier, or the making available of shipment / piece paperwork that is required by a third-party broker to complete customs clearance for the Receiver.

Fee is dependant on the chosen service.

Multi-Line Entry

The clearance of a shipment / piece with multiple commodities or multiple origins for the same commodity. Fees apply when a shipment has more than 5 lines for entry, regardless of whether-or-not the entry is a consolidated formal entry containing multiple HAWBs (House Air Way Bills) for the same importer.

Fee is dependant on the chosen service.

Bonded Transit Documents

The paperwork necessary to transport from the point of entry to a location specified by the Receiver or Importer, under a Customs Bond status. Can arise also when the Receiver requests clearance at a second, preferred, terminal / facility. Fee is £45.00 per shipment.

Post Clearance Modification

The modification of value, commodity, country of manufacture, or terms of trade information after the import clearance process for a shipment / piece, to correct or elaborate on what was submitted previously to Customs. Modifications are also necessary when Import details such as the VAT number are incorrect on the declaration. Fees apply only when the original error was not made by the carrier.

Fee is dependant on the chosen service.

Exporter Validation

A service to cover the exceptional handling when shipping to a destination that is subject to trade restrictions imposed by national legislation such as the EEAS (European External Action Service) or OFAC (US Office of Foreign Assets Control).

Fee is dependant on the chosen service.



Fuel Surcharge

A variable percentage surcharge, derived from a publicly available jet fuel index or diesel fuel index, which is applied to the weight charge, Service Premiums and the following Surcharges and Optional Service charges: -

• Remote Area • Over Weight Piece • Over Sized Piece • Non-Stackable Pallet • Saturday Collection • Saturday Delivery • Elevated Risk • Emergency Surcharges

Remote Area

An international remote area delivery or collection is defined by a post code (or town in the absence of post code) that is determined as difficult to serve or too distant. Applies to the destination address for exports, the origin address for imports and both the origin and destination addresses for Third Country shipments. To check if Remote Area Service applies to a postcode or town name, please contact us.

Fee is dependant on the chosen service.

Over Weight Piece

A piece that has an actual weight that exceeds 70kg. The surcharge is applied to every piece within the shipment.

Fee is dependant on the chosen service.

Over Sized Piece

A piece that has any one dimension in excess of 120cm. The surcharge is applied to every piece within the shipment.

Fee is dependant on the chosen service.

Non-Stackable Pallet/Over Handled Piece

A fixed surcharge is applied to any pallet/shipment that because of its shape, packaging or content is not stackable. The Non-Stackable Pallet/Over Handled Piece surcharge applies to domestic and international shipment.

Fee is dependant on the chosen service.

Dangerous Goods In Excepted Quantities

The handling and transportation of substances and commodities classified as Excepted Quantities in accordance with the IATA Dangerous Goods Regulations (DGR) and permitted on passenger aircrafts or in accordance with ADR (Accord Dangerous Routier) when transported by road.

Fee is dependant on the chosen service.

Dangerous Goods In Limited Quantities by Road

The ground handling and transportation of substances and commodities classified as Limited Quantities to the limits of ADR (Accord Dangerous Routier) that are restricted from air transportation.

Fee is dependant on the chosen service.

Address Correction Fee

A fixed surcharge is applied per shipment when the destination address provided by the Shipper is incomplete, out dated or incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.

Fee is dependant on the chosen service.