DHL PAKET: RELIABLE SHIPPING THROUGHOUT GERMANY!

Convince yourself by the market leader in parcel market with more than 4 mio. parcels every day within Germany. You and the recipient of your parcels can profit from a high-performing logistical network that stands for reliability and promptness.

YOUR ADVANTAGE

- An inclusive liability of up to € 500 for every parcel
- High transparency thanks to a comprehensive tracking service
- Nationwide delivery - even on Saturdays
- An inclusive pick up service, six days a week
- Parcel notification via email for the recipients of your shipments
- Return services for every requirement
- Numerous acceptance points all over Germany

INCREASE YOUR TURNOVER THROUGH BETTER CUSTOMER LOYALTY AND MORE ORDERS

With the recipient services of DHL Wunschzustellung, you can offer your customers maximal flexibility when it comes to receiving their parcels. Your customer can decide where and when he would like to receive his parcel. Your customer is able to pick up his parcel around the clock at any DHL Packstation, to change the day of delivery, or to designate a neighbor to receive the parcel, and much more.

SHIPPING WITH DHL IS EASY

When preparing an item, we have the perfect offer for your individual requirements.The Post & DHL Business Customer Portal is a particularly straight forward solution. Here you can manage all aspects of your DHL dispatch with one single login. Among the things you can do with this central online access are:

- Plan and prepare your shipment
- Order the collection of your parcel and organize your returns
- View your invoices and order dispatch supplies
- Retrieve product information

As an additional value DHL offers you an individual and comprehensive quality and performance report in the portal.

ATTRACTIVE AND FLEXIBLE SERVICES

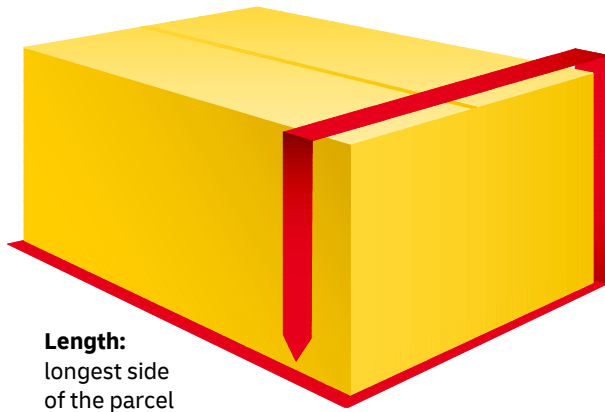**Personal delivery specifications: for safety and discretion**

- **Ident-Check:** Delivery only after documented identification of recipient in person
- **Named person only:** Simple identity check, with delivery only to the recipient or an authorized person
- **Visual check of age:** Simple age check without documentation: Delivery only after verification of the minimum age
- **Signed for by recipient;** Documentation of delivery by the recipient

Delivery specifications regarding time and place: e.g. for daily requirements

- **Delivery day:** Delivery at a specified date
- **No neighbor delivery:** Delivery to neighbors is excluded as a delivery option

Insurance: in particular for high quality goods

- **Additional Insurance A:** Safety in case of loss or damage through transportation; merchandise value up to 2,500 €
- **Additional Insurance B:** Safety in case of loss or damage through transportation; merchandise value up to 25,000 €

Payment: for a secure and discreet handling of payments

- **Cash on delivery:** Delivery only against payment of the specified amount with subsequent bank transfer to you

Additional handling: for items beyond standards

- **Bulky Goods:** For all items with special manual processing due to exceptional format or with special packaging features

Routing: better control of shipments already sent

- **Parcel recall:** Possibility of stopping and returning the parcel during the delivery process e. g. in case of expected default on payment
- **Retail outlet routing:** Provides a second chance for undeliverable parcels to reach the recipient

Additional services: useful complement for your business

- **GoGreen:** Environmental friendly dispatch, that supports climate protection projects
- **Individual collection order:** Collection of shipments at your preferred address in Germany

Length: longest side of the parcel max. 200 cm

Girth: longest side of the parcel + 2 x width + 2 x height, max. 360 cm

MINIMUM DIMENSIONS

Length: 15 cm   Width: 11 cm   Height: 1 cm

Roll-shaped parcels: Diameter 5 cm

MAXIMUM DIMENSIONS

For the longest side: 200 cm   Girth (L + 2 x W + 2 x H) 360 cm

Roll-shaped parcels: Diameter 60 cm

MAXIMUM WEIGHT

31.5 kg

THE PRICE OF THE SHIPMENT WILL INCREASE, OR A SUPPLEMENT WILL BE PAYABLE

- if the dimensions 120 x 60 x 60 cm are exceeded or
- the maximum dimensions for roll-shaped parcels are exceeded or
- the parcel is packaged inadequately

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