AFFORDABLE, FLEXIBLE SHIPPING FOR SMALL-SIZED GOODS



DHL Kleinpaket

For frequent senders, DHL Kleinpaket is the perfect convenient solution – especially if your goods have to reach customers reliably and cost-effectively. Enjoy the numerous benefits and options of Germany's largest logistics company.

YOUR BENEFITS

- Affordable shipping option for small-sized goods up to 8 cm in height
- Reliable shipping thanks to dependable delivery documentation
- Liability included up to EUR 20 value of goods for each item
- Shipping of dangerous goods (limited quantities) from the first shipment
- Generally, shipment tracking for greater transparency
- Includes shipment notification, drop-off location and neighbor services
- Optional services: GoGreen Plus* / Retail Outlet Routing / Parcel Recall
- Packstation discount for directly addressed Packstation shipments

FORMATS AND WEIGHTS



2.	**Minimum dimensions:**	Length 10.0 cm	Width 7.0 cm	Height 0.1 cm
3.	**Maximum dimensions:**	Length 35.3 cm	Width 25.0 cm	Height 8.0 cm
4.	**Maximum weight:**	1,000 g		

DELIVERY

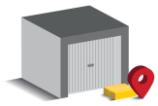
- **Transit time** Shipments reach recipients typically two working days after posting (Monday - Saturday).
- **Pick up:** From 6,000 shipments p.a. upwards, collection is included. DHL Kleinpaket items are separate from other items and separated by < 3cm and ≥ 3 cm height.
- **Delivery:** Delivery is always documented by the deliverer, including delivery of notified items to a retail outlet or to a Packstation.

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*The following notice applies to all mentions of "GoGreen Plus":
GoGreen Plus is a value-added service to a Deutsche Post and DHL shipment contributing to decarbonization measures within Deutsche Post and DHL's logistics network. By using alternative fuels and technologies, Deutsche Post and DHL reduces the usage of fossil fuels in the mode of transport and in buildings used for the GoGreen Plus shipment. This does not necessarily mean that the specific shipment is physically transported with vehicles or handled via facilities using these fuels or technologies. Further information, e.g. on concrete decarbonization measures, is available at www.**GoGreenPlus**.de.

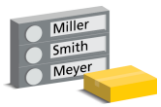
OTHER SERVICES FOR SHIPMENT AND DELIVERY

Our services not only offer convenient delivery for your customers. They also increase transparency, reduce the number of retail outlet notifications, and considerably improve customer satisfaction.



Including Drop-Off Location

- For customers who select a location on their premises, shipments will be left at that spot if the customer is not home to take delivery.



Including Neighbor

- For customers who select a neighbour, shipments are automatically delivered to that person if the customer is not home.



Including Shipment Notification

- Before the shipment is delivered, your customers will receive a free e-mail notification about the planned delivery.
- This provides more transparency for your recipients and fewer customer queries.



Retail Outlet Routing

- Undeliverable items are dropped off at a nearby retail outlet for collection. Recipients can be notified electronically.
- Price: EUR 1.49 per item*



GoGreen Plus

- CO_2e-reduced shipping in which emissions are reduced directly within Deutsche Post and DHL's own network
- Price: EUR 0.10 per item*



Parcel Recall

- Possibility to stop the DHL Kleinpaket throughout Germany even after it has been handed over to DHL
- Prevention in the case of suspected payment default or short-term order cancellation
- Price: upon commissioning: EUR 0.00;
  return charge if return is successful: EUR 2.50



Return Fee

- For DHL Kleinpaket shipments that cannot be delivered, DHL will arrange the return to the original sender address.
- Price: EUR 2.50 per item*



Routing Code

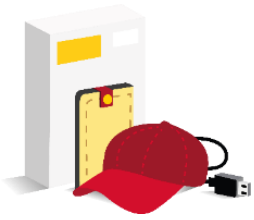
- If the routing code is missing or incorrect, DHL will charge a fee to cover the extra handling costs.
- Price: EUR 0.49 per item*

*in addition to the dispatch charge, excl. VAT

INTEGRATION INTO THE POST & DHL BUSINESS CUSTOMER PORTAL

Enjoy convenient online administration of all your shipments at any time. With just one log-in, you can:

- Use services for shipment preparation, return and tracking
- View reports about your shipments
- Manage your invoices and order dispatch materials online



BECOME A CUSTOMER

Get in touch with us know and place your booking for DHL Kleinpaket:

dhl.de/kleinpaket-en

Afterwards, you can prepare your shipments in the Post & DHL Business Customer Portal.

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