

## OPTIONAL SERVICES



### DHL Express

Name	Description	How we charge	Additional Charge	
<b>Duties and Taxes Paid</b>	DHL Express can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever the shipper requests that duties, taxes or other regulatory fees be paid outside of the destination country.	Per shipment	40.00 BGN	
<b>Dedicated Pickup</b>	If your business needs a dedicated vehicle to collect unusual shipments or a pickup outside normal business hours, we can arrange this for you.	Per shipment	40.00 BGN per shipment or 0.90 BGN per kilo, if higher	
<b>Shipment Preparation</b>	This is a convenient, fast and reliable service for seasonal or irregular shipments that require extra resources for their preparation. DHL manages the entire process of waybill preparation, content selection, labelling and packaging, then sends the shipments to the designated domestic or international business addresses.	Per shipment	40.00 BGN	
<b>Saturday Delivery</b>	We offer Saturday delivery services to key cities in more than 70 Countries. To check availability, please contact our Customer Service team.	Per shipment	International	80.00 BGN
			Domestic	40.00 BGN
<b>Shipment Insurance</b>	We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss.	By shipment value	20.00 BGN or 1% of stated shipment value if higher	
<b>Extended Liability</b>	If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend the DHL standard liability with this service. It provides coverage and compensation in the case of loss or damage.	Per shipment	8.00 BGN	
<b>Direct Signature</b>	If you are sending sensitive documents or high value contents you can request DHL to obtain a direct signature from the consignee or a representative at the delivery address. DHL will ensure your shipment is not re-directed, or delivered at an alternative address.	Per shipment	10.00 BGN	
<b>Residential Address</b>	Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website.	Per shipment	6.00 BGN	
<b>GoGreen Climate Neutral</b>	This service is for customers who need a reliable method to calculate their annual carbon emissions at a shipment level and subsequently offset these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the Société Générale de Surveillance (SGS).	Per shipment	0.20 BGN per shipment or 0.20 BGN per kilo, if higher	
<b>Payable Packaging</b>	We offer a range of high-quality DHL-branded packaging items. One-off flyers, envelopes and smaller boxes are free of charge. Larger boxes and tubes can be ordered through Customer Services and will be provided by the courier at time of pickup, a charge applies.	Per item	6.00 BGN	
<b>Importer of Record (IOR)</b>	This service allows the shipper to send a dutiable shipment to the receiver, with the duties and taxes invoiced to a third party at destination acting as the nominated Importer of Record (IOR). The customs invoice must indicate the importer's billing details in addition to the receiver's shipping address.	Per shipment	36.00 BGN	
<b>Printed Invoice</b>	This service is for customers who require a paper invoice where e-billing is the agreed standard. This service provides flexibility for a different invoicing method than what is already agreed.	Per invoice	6.00 BGN	
<b>Change of Billing</b>	At the account holder's request, a change in billing can be applied by crediting one invoice and then re-invoicing the same amount to an account number other than the one marked on the waybill.	Per invoice	60.00 BGN	
<b>Neutral Delivery</b>	This service allows for the delivery of non-document shipments, without any value of the product being shared or exposed to the receiver, since the commercial invoice is removed prior to delivery.	Per shipment	10.00 BGN	