

OPTIONAL SERVICES



DHL Express

Name	Description	How we charge	Additional Charge				
Saturday Delivery	We offer Saturday delivery services to key cities in more than 70 countries. To check availability, please contact our Customer Service team.	Per shipment	TWD 1,400 (excludes VAT)				
Saturday Pickup	At Shipper's request, an ad-hoc pickup of a shipment up to 300 kg and pieces up to 30 kg on a Saturday, at selected postal code areas that have the operational capability, in countries where Saturday is not a normal working day.	Per shipment	TWD 700 (excludes VAT)				
Dedicated Delivery	At Shipper's request, an immediate or non-routine, once only delivery of a shipment within a normal working day or a holiday that involves a specific vehicle such as tail lift truck or more than one courier. This definition can include a direct delivery from the Gateway through a dedicated courier. A receiver can request this service when booking an import shipment.	Per shipment	Quoted case by case with a minimum of TWD 1,500 (excludes VAT)				
Dedicated Pickup	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	Quoted case by case with a minimum of TWD 1,500 (excludes VAT)				
Duties Taxes Paid	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 billed outside of the destination country.	Per shipment	TWD 720 (excludes VAT)				
Neutral Delivery	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	TWD 720 (excludes VAT)				
Change Of Billing	This applies when a customer requests a change of defined billing information on an already issued invoice, and which will result in a reissuing of the invoice and, in case of an account change, crediting of the old account and debiting of the new.	Per invoice	TWD 350 (excludes VAT)				
Gogreen Climate Neutral	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). DHL can also provide reports for either a high level estimate or a detailed carbon footprint. Please contact Customer Service or your Sales Representative to learn more.	Per kg/lbs with minimum	TWD 4/kg Min. TWD 4/shipment (excludes VAT)				
Shipment Insurance	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.	Per shipment	<table border="0"> <tr> <td style="text-align: right;">Outbound</td> <td>TWD 400 or 2% of shipment value if higher (excludes VAT)</td> </tr> <tr> <td style="text-align: right;">Inbound</td> <td>TWD 400 or 1% of shipment value if higher (excludes VAT)</td> </tr> </table>	Outbound	TWD 400 or 2% of shipment value if higher (excludes VAT)	Inbound	TWD 400 or 1% of shipment value if higher (excludes VAT)
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Extended Liability	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	TWD 150 (excludes VAT)				
Direct Signature	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	TWD 180 (excludes VAT)				
Verbal Delivery Notification	At shipper's request, this service offers a proactive notification message given by Customer Service verbally by phone informing the shipper that their shipment has been delivered at destination. Delivery notification emails or text messages generated by our shipping tools are free of charge.	Per shipment	TWD 175 (excludes VAT)				