

Surcharges

Rates 2023



Surcharges	Rates	Explanation
Energy surcharge	per month, variable	DPD calculates a variable energy surcharge on the parcel price for all services and products. This price is indexed, which means that we constantly adjust it according to the fluctuating energy prices. At dpd.nl/fuel you can find an up to date overview.
Digital invoice	per month, free	DPD recognises its responsibility to minimise its environmental impact, and therefore issues invoices free of charge as .pdf and .csv digital files.
Tire surcharge	per tire € 2.95	Tires cannot be processed on the automatic sorting belt and need to be processed manually. A surcharge is applied for tires. In addition, as of 2018 a peak surcharge will apply from March to June and from 24 September to 24 December.
NSP (Non Standard Parcel)		<p>A parcel is considered a Non Standard Parcel if it meets one of the underneath criteria.</p> <ul style="list-style-type: none">• A parcel has a length or is measured diagonally longer than 130 cm;• The parcel is heavier than 20 kilograms;• The parcel has an unstable, irregular shape (sphere, cylinder, roll);• The parcel is not, or is not properly packaged, according to the packaging guidelines (see dpd.com/nl/en/support/packing/);• The label on the parcel is missing or is difficult to read;• A parcel that, for whatever reason, requires additional manual handling or sortation. <p>If a parcel is larger than 175 cm, heavier than 31.5 kg or has a dimension over 300 cm, only the surcharge for excess on dimensions and weight will be applied.</p> <p>As per April 1, 2021 DPD has 3 categories. Classification per category depends on the number of NPS parcels up to the total number of parcels. The rate applies to all NSP parcels that you send with DPD.</p>
	per parcel € 1.50	Category A: The % NSP parcels is < 10% of the total.
	per parcel € 2.50	Category B: The % NSP parcels is 10% to 15% of the total.
	per parcel € 4.50	Category C: The % NSP parcels is 15% or more of the total.
		As of 2022 a peak surcharge will apply on all NSP categories from March to June and November to December.
Excess dimensions and weight for a 'normal parcel' (NP parcel)	per parcel € 39.45	<p>DPD applies maximum dimensions and weights to parcels. A surcharge will apply when the dimensions of 'small parcels' are exceeded.</p> <p>The surcharge applies to a parcel when it exceeds the following measures or weights:</p> <ul style="list-style-type: none">• A parcel has a length or is measured diagonally longer than 175 cm;• The parcel is heavier than 31.5 kilograms;• The parcel has a dimension over 300 cm. <p>When this surcharge applies, the NSP surcharge will not apply.</p>
Excess dimensions and weight for a 'small parcel' (KP parcel)	per parcel € 7.50	<p>DPD applies maximum dimensions and weights to parcels. A surcharge will apply when the dimensions of 'small parcels' are exceeded.</p> <p>The surcharge applies to a parcel when it exceeds the following measures or weights:</p> <ul style="list-style-type: none">• A parcel has a length or is measured diagonally longer than 50 cm;• The parcel is heavier than 3 kilograms;• The parcel has a dimension over 111 cm.
Age check	per parcel € 1.50	Surcharge for checking if the consignee is 18 years or older. Mandatory for the delivery of alcohol and tobacco in the Netherlands.
Interventions that cannot be performed using software	per request € 2.50	A surcharge applies for modifications that cannot be performed using standard DPD software and which therefore require manual processing by a DPD staff member.
>12-month Proof of Delivery	per proof of delivery € 2.50	<p>A Proof Of Delivery (POD) can be requested from Customer Service for up to 12 months. That term starts on the day that the parcel was, or should have been, delivered.</p> <p>A surcharge applies to requests for a POD submitted after 12 months. No PODs will be issued after 24 months.</p>
Labels without DPD software	per parcel € 1.00	DPD enables all its customers to use DPD software or an approved label they have designed themselves. If neither of these options are used, a surcharge will apply.
Inability to complete collection requests	per parcel € 2.50	If DPD cannot complete a Collection request for reasons beyond the control of DPD, a surcharge will apply.

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Return non-deliverable or rejected parcels	DPD CLASSIC rate + € 2.50	Parcels which could not be delivered, were rejected by the receiver or did not get collected at the Pickup parcelshop during the storage time (7 days), will be returned to the sender. Parcels that were rejected by the receiver will be returned immediately. For returning these parcels, a surcharge will apply.
Toll	3.8% per parcel, to Belgium 1.9% per parcel, through Belgium 2.4% per parcel, to Germany 1.2% per parcel, through Germany	DPD will have 2 toll surcharges: Belgium (through and to), and Germany (through and to). The percentages will be charged per parcel and will be visible as a total charge on the invoice. Please find below an overview of the countries charged with toll.

Customs clearance charges

Country of destination	Type of shipment	Tarif 2023	Explanation
United Kingdom (GB)	Single Parcel Shipments	€ 3.29 per shipment	Surcharge for customs clearance work to be performed so that shipments are exported to and imported into the destination country according to the regulations.
United Kingdom (GB)	Bulk Shipments	€ 89.00 per shipment + € 2.50 per HS code (>3 codes)	Surcharge for customs clearance work to be performed so that shipments are exported to and imported into the destination country according to the regulations. If there are more than 3 HS codes within 1 shipment, a surcharge of € 2.50 per additional HS code applies.
Switzerland (CH) – Norway (NO) – Iceland (IS) – Liechtenstein (LI) – Bosnia (BA) – Serbia (RS)	Single Parcel Shipments	€ 27.00 per shipment + € 2.50 per HS code (>3 codes)	Surcharge for customs clearance work to be performed so that shipments are exported to and imported into the destination country according to the regulations. If there are more than 3 HS codes within 1 shipment, a surcharge of € 2.50 per additional HS code applies.
Switzerland (CH) – Norway (NO) – Iceland (IS) – Liechtenstein (LI) – Bosnia (BA) – Serbia (RS)	Multi Parcel Shipments	€ 39.50 per shipment + € 2.50 per HS code (>3 codes)	Surcharge for customs clearance work to be performed so that shipments are exported to and imported into the destination country according to the regulations. If there are more than 3 HS codes within 1 shipment, a surcharge of € 2.50 per additional HS code applies.
Switzerland (CH) – Norway (NO)	Bulk Shipments	€ 69.00 per shipment + € 2.50 per HS code (>3 codes)	Surcharge for customs clearance work to be performed so that shipments are exported to and imported into the destination country according to the regulations. If there are more than 3 HS codes within 1 shipment, a surcharge of € 2.50 per additional HS code applies.

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Toll

Netherlands (NL) Home	x
Netherlands (NL)	x
Austria (AT)	1.2%
Belgium (BE) Home	3.8%
Belgium (BE)	3.8%
Bosnia (BA)*	1.2%
Bulgaria (BG)	1.2%
Croatia (HR)	1.2%
Czech Republic (CZ)	1.2%
Denmark (DK)	1.2%
Estonia (EE)	1.2%
Finland (FI)	1.2%
France (FR)	1.9%
Germany (DE)	2.4%
Greece (GR)	1.2%
Hungary (HU)	1.2%
Iceland (IS)	x
Ireland (IE)	1.9%
Italy (IT)	1.9%
Latvia (LV)	1.2%
Liechtenstein (LI)	1.2%
Lithuania (LT)	1.2%
Luxembourg (LU) Home	1.9%
Luxembourg (LU)	1.9%
Monaco (MC)	1.9%
Norway (NO)	1.2%
Poland (PL)	1.2%
Portugal (PT)	1.9%
Romania (RO)	1.2%
Serbia (RS)	1.2%
Slovakia (SK)	1.2%
Slovenia (SI)	1.2%
Spain (ES)	1.9%
Sweden (SE)	1.2%
Switzerland (CH)	1.9%
United Kingdom (GB)	1.9%

To Belgium	3.8%
Through Belgium	1.9%
To Germany	2.4%
Through Germany	1.2%



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Remote Area Surcharge

Destination	Details
Netherlands (NL)	Remote area surcharge € 7.50

Destination	Details
Austria (AT)	
Belgium (BE)	
Bosnia and Herzegovina (BA)	
Bulgaria (BG)	
Croatia (HR)	Remote area surcharge € 19.50
Czech Republic (CZ)	
Denmark (DK)	Remote area surcharge € 8.50
Estonia (EE)	Remote area surcharge € 19.50
Finland (FI)	Remote area surcharge € 19.50
France (FR)	Remote area surcharge € 18.50
Germany (DE)	Remote area surcharge € 11.50
Greece (GR)	Remote area surcharge € 19.50
Hungary (HU)	
Iceland (IS)	
Ireland (IE)	Excl. Northern-Ireland
Italy (IT)	Remote area surcharge € 19.50
Latvia (LV)	
Liechtenstein (LI)	
Lithuania (LT)	
Luxembourg (LU)	
Monaco (MC)	
Norway (NO)	Remote area surcharge € 75.00 (Svalbard and Jan Mayen)
Poland (PL)	
Portugal (PT)	Remote area surcharge € 49.00
Romania (RO)	
Serbia (RS)	
Slovenia (SI)	
Slovakia (SK)	
Spain (ES)	Remote area surcharge € 32.00
Sweden (SE)	Remote area surcharge € 10.00
Switzerland (CH)	
United Kingdom (GB)	Remote area surcharge € 19.00 (Jerney and Guernsey are only possible by DPD International Express)

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DPD International Express

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Excess dimensions or weight	per parcel € 20.00	DPD applies the surcharge if the maximum weight of 31,5 kg and 70 kg per shipment is exceeded. For parcels with a length >1.50 m the surcharge applies. If a parcel or a shipment is oversize and overweight, the surcharge will be applied only once.
Remote area	per parcel € 20.00	A surcharge applies for remote areas.
Return	per parcel € 20.00	A surcharge applies for the return of an undeliverable parcel.
Administrative fee	per parcel € 20.00	A surcharge applies in case of invoicing of additional costs (duties and taxes for instance).