

## 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	263.00 ZMW
<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	438.00 ZMW
<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	80.00 ZMW or 3% of 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	58.00 ZMW
<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	70.00 ZMW
<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	108.00 ZMW
<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	250.00 ZMW
<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	438.00 ZMW