

DHL Shipping conditions (Germany)

Carrier: DHL | Country: Germany (DE) | Applies to: JTL Shipping 2.0 – Central Rates

Overview

This article covers the shipping conditions for DHL when using central rates. These conditions are set by DHL and apply to all customers shipping via the JTL Shipping platform.

The central rates for DHL Germany are aimed at small customers who ship fewer than 200 parcels per year at these rates. If your annual parcel volumes are already higher, you can ship more cost-effectively with a DHL business customer contract. A DHL business customer contract is available starting from an annual volume of 200 parcels, and sign-up is quick and easy:

German: [dhl.de/geschaeftskunden – Onlinevertrag](https://www.dhl.de/geschaeftskunden-Onlinevertrag)

English: [dhl.de/geschaeftskunden – sign up online](https://www.dhl.de/geschaeftskunden-sign-up-online)

JTL Shipping currently offers the following DHL products via central rates:

- DHL Kleinpaket (small parcel)
- DHL Paket (parcel)
- DHL Retoure (returns)

Other DHL/Deutsche Post products (such as DHL Paket International, Warenpost International, DHL Europaket, DHL Returns International, and all letter products via the Deutsche Post Internetmarke API) require a separate customer contract (Deutsche Post Portokasse). These products are not covered in this document.

Shipping methods

DHL Kleinpaket

Description	Affordable shipping option for small-sized goods up to 8 cm in height. Includes parcel tracking, delivery documentation and recipient services (parcel notification, drop-off location and neighbour delivery). Ideal for e-commerce customers who ship lightweight items such as accessories, cosmetics or small electronic appliances.
Weight	Up to 1,000 g (1 kg)
Min. dimensions	L: 10.0 cm × W: 7.0 cm × H: 0.1 cm
Max. dimensions	L: 35.3 cm × W: 25.0 cm × H: 8.0 cm
Tracking	Yes – parcel tracking is included

Delivery time	Parcels typically reach recipients two working days after posting (Mon – Sat)
Delivery days	Mon – Sat (except public holidays)
Delivery attempts	Single (1) attempt. Delivery is always documented. Includes drop-off location and neighbour delivery services. Undeliverable parcels are dropped off at a nearby DHL branch for collection.
Carrier insurance	Liability covers up to EUR 20 per parcel
Pick-up	Collection is included from a minimum of 6,000 parcels annually. DHL Kleinpaket items must be kept separate from other items and grouped together by height: <3 cm and ≥3 cm.
Drop-off	Yes – see drop-off section below
Destinations	Domestic (DE → DE) only

DHL Paket

Description	Reliable parcel shipping throughout Germany with comprehensive tracking and extensive recipient services (DHL Wunschzustellung). Includes liability covering up to EUR 500 per parcel, Saturday delivery and parcel notification for recipients via email.
Weight	Up to 31.5 kg
Min. dimensions	L: 15 cm × W: 11 cm × H: 1 cm (roll-shaped: diameter 5 cm)
Max. dimensions	Longest side: 200 cm. Girth (L + 2×W + 2×H): 360 cm (roll-shaped: diameter 60 cm).
Tracking	Yes – full end-to-end tracking, available 24/7
Delivery time	Usually 1 working day after handover
Delivery days	Mon – Sat (except public holidays)
Delivery attempts	Single (1) attempt. If delivery is unsuccessful, the parcel is delivered to a nearby DHL branch or Packstation. The recipient is notified.
Carrier insurance	Yes – liability covers up to EUR 500 per parcel
Pick-up	Yes – collection service included, up to 6 days a week. Max. 10 parcels per pick-up. Pick-up fee charged per parcel in addition to the parcel price. (See pick-up section.)
Drop-off	Yes – DHL branch or Paketshop
Destinations	Domestic (DE → DE) only

Note: The shipping price will increase or a surcharge will apply in the following cases: if the parcel dimensions exceed 120 × 60 × 60 cm; if the maximum dimensions for roll-shaped parcels are exceeded; or if the parcel is packaged inadequately.

DHL Retoure

Description	Simple and convenient return shipping for your recipients. Choose between various physical and digital options for providing return labels (QR code, PDF, label enclosed or label provided). Returns can be dropped off at about 35,000 drop-off points across Germany.
Weight	Same as DHL Paket (up to 31.5 kg)
Max. dimensions	Same as DHL Paket. For Packstation drop-off: max. 75 × 60 × 40 cm.
Tracking	Yes – when return is registered (applies to QR code, PDF and label provided options)
Carrier insurance	Yes – liability covers up to EUR 500 per parcel (same as DHL Paket)
Drop-off (by recipient)	About 35,000 drop-off points: roughly 13,000 DHL branches, 10,000+ Paketshops, 12,000+ Packstations (24/7) and roughly 90,000 parcel couriers

Options for supplying recipient return label

How label is supplied	Description
DHL Retoure as a QR code	The return label is provided digitally and can be printed at any DHL drop-off point or by the DHL courier.
DHL Retoure as a PDF	The return label is provided digitally as a PDF file and can be printed at home by the recipient.
DHL Retoure as an enclosed label	The return label is enclosed with the outward parcel, offering an easy return option with minimal effort.
DHL Retoure provided by courier	The return label is provided by the DHL courier when the return item is picked up.

Self-payment option: Use DHL Retoure Selbstzahler to shift the cost of return shipping to your recipients. This involves no additional work or expense, and can be set as a default option or applied on a case-by-case basis.

Invoicing: Fees for returns are only charged if the return is actually collected and processed for shipment.

Additional services

DHL Kleinpaket services

Service	Description	Surcharge
Drop-off location	Parcels left at a designated location if recipient is not home.	Included
Neighbour delivery	Parcels delivered to a designated neighbour if recipient is not home.	Included
Parcel notification	Free email notification to recipients before planned delivery.	Included
DHL branch routing	Undeliverable items are dropped off at a nearby DHL branch for collection. Recipients can be notified digitally.	per parcel
GoGreen Plus	Climate-neutral shipping that reduces carbon emissions in the Deutsche Post and DHL network.	EUR 0.10 per item*
Parcel recall	Stop and return the parcel after handover to DHL. Useful for order cancellations or suspected cases of payment default.	per parcel
Return fee	If the parcel cannot be delivered, DHL arranges the return to the sender address.	per parcel
Routing code fee	If the routing code is missing or incorrect, DHL charges a fee for extra handling.	per parcel

* In addition to the shipping fee, excluding VAT.

DHL Paket services

Service	Description
Ident-Check	Delivery requires documented, in-person identification of the recipient.
Named person only	Simple identity check, with delivery only to the recipient or an authorised person.
Visual age check	Simple age check without documentation. Delivery only after verification of the minimum age.
Signed for by recipient	Record of delivery provided by the recipient.
Preferred delivery day (Wunschtag)	Delivery at a specified date.
No neighbour delivery	Neighbour delivery option is not available.
Additional insurance A	Covers loss or damage in transit for goods value up to EUR 2,500.
Additional insurance B	Covers loss or damage in transit for goods value up to EUR

	25,000.
Cash on delivery (Nachnahme)	Delivery requires payment of the specified amount, with subsequent bank transfer to the sender.
GoGreen Plus	Climate-neutral shipping, which avoids emissions in the Deutsche Post and DHL network.
Parcel recall	Stop and return the parcel after handover to DHL. Useful for order cancellations or suspected cases of payment default.
DHL branch routing	Provides a second chance for undeliverable parcels to reach the recipient via a nearby retail outlet.
Individual collection order	Parcel collection at the recipient's preferred address in Germany.
Bulky goods	For all items requiring special manual handling due to unusual dimensions or a special type of packaging.
Packstation discount	Discount for parcels directly addressed to a Packstation.

Parcel specifications

Specification	DHL Kleinpaket	DHL Paket
Maximum weight	1,000 g (1 kg)	31.5 kg
Minimum dimensions	L: 10.0 cm × W: 7.0 cm × H: 0.1 cm	L: 15 cm × W: 11 cm × H: 1 cm
Maximum length	35.3 cm	200 cm
Maximum width	25.0 cm	–
Maximum height	8.0 cm	–
Maximum girth (L+2W+2H)	–	360 cm
Roll-shaped min. diameter	–	5 cm
Roll-shaped max. diameter	–	60 cm

General packaging requirements

- Parcels must be securely packaged to withstand normal handling in transit.
- The shipping label must be clearly visible and not covered by tape or packaging material.
- Addresses must be complete, legible and include a valid postal code.
- Fragile items should be packaged with appropriate cushioning material.
- For DHL Paket, the shipping price will increase or a surcharge will apply in the following cases: if the parcel dimensions exceed 120 × 60 × 60 cm; if the maximum dimensions for roll-shaped parcels are exceeded; or if the parcel is packaged inadequately.

Pick-up and drop-off

Drop-off – DHL Kleinpaket

For customer self-delivery of DHL Kleinpaket parcels using JTL Shipping rates, the following options are available (Mon to Sat):

- Mailbox – up to 20 parcels
- DHL branch
- Bulk acceptance points at mail centre

Drop-off – DHL Paket

For customer self-delivery of DHL Paket parcels using JTL Shipping rates, the following option is available:

- DHL branch or Paketshop

Pick-up

DHL Kleinpaket: Collection is included from a minimum of 6,000 parcels annually. DHL Kleinpaket items must be kept separate from other items and grouped together by height: <3 cm and ≥3 cm.

DHL Paket: Collection service included, up to 6 days a week. Max. 10 parcels per pick-up. Pick-up fee charged per parcel in addition to the parcel price. Individual collections can also be booked as an additional service.

Claims and compensation

Claim process

If an issue occurs with your DHL parcel, you can initiate a claim with JTL Shipping. JTL acts as the intermediary between you and DHL. DHL recognises the following claim categories:

- (a) damage in transit;
- (b) lost parcel/non-delivery;
- (c) delayed parcel.

To file a claim:

1. Open JTL Shipping and find the affected parcel.
2. Select the applicable claim category.
3. Upload all of the documents required for your claim category (see required documentation below). The claim form will indicate which documents are required.
4. JTL will validate the documentation and forward the claim to DHL.
5. DHL investigates the claim. Domestic claims are typically resolved within 5 to 10 working days.
6. Once the investigation is complete, DHL settles the claim based on the applicable liability limit (see compensation limits below). Credits are applied to the customer's JTL Shipping account.

Important: Claims must be reported to JTL Shipping within 48 hours of delivery or discovery of the issue (see JTL T&Cs, appendix H, section 11). Claims reported after 48 hours but within DHL's own deadlines (see claim deadlines) may be processed at JTL's discretion.

Compensation limits

Claim type	DHL Kleinpaket	DHL Paket
Lost parcel	Up to EUR 20 (value of goods)	Up to EUR 500 (value of goods)
Damaged parcel	Up to EUR 20 (value of goods)	Up to EUR 500 (value of goods)

Important: Compensation is based on the purchase value of your products. A valid purchase invoice is required for all claims. If you cannot supply a purchase invoice (e.g. for pre-owned products or products you have made yourself), you may upload a signed statement that estimates the product value (PDF format). Reimbursement may be reduced if you cannot supply an invoice.

Increased coverage: For DHL Paket, you can increase the liability limit by booking additional insurance A (up to EUR 2,500) or additional insurance B (up to EUR 25,000). Customers with shipping protection (Cover Genius) active on the parcel should file their claim through the Shipping Protect process instead of the carrier claims process described here.

Claim deadlines

Claim type	Deadline
Lost or undelivered parcel	Within 20 working days after dispatch
Damaged parcel	Immediately upon delivery, ensure original packaging is retained

Note: JTL Shipping requires all claims to be reported within 48 hours of delivery or discovery of the issue (see JTL T&Cs, appendix H, section 11). Claims reported after 48 hours but within the carrier deadlines above may be processed at JTL's discretion. Claims reported after the carrier deadlines cannot be forwarded to DHL.

Required documentation

Several documents are required as follows, depending on your claim category. Claims with incomplete documentation cannot be forwarded to DHL.

- **For all claim types:**
 - Sales invoice or purchase invoice for the shipped goods
 - Proof of parcel shipment (incl. tracking number)
 - Description of parcel contents and exterior characteristics
- **Additional documents for in-transit damage claims:**
 - Photo of the exterior of the parcel showing damage
 - Photo of the interior cushioning and packaging material
 - Photo of the shipping label with legible barcode
 - Photo of the entire product
 - Photo showing damage detail (recommended)
 - The recipient must retain the original packaging and all damaged goods for potential inspection by DHL. Disposing of packaging or goods before the investigation is complete may cause your claim to be rejected.
- **Additional documents for lost/non-delivery claims:**
 - Parcel shipment confirmation or proof of handover (if no initial carrier scan is available)
 - Written confirmation from the recipient that the parcel was not received

Investigation and settlement

After DHL receives your claim with a full set of documentation, the following process applies:

- **Investigation:** DHL investigates each claim individually. For domestic parcels (i.e. within Germany), investigations are typically completed within 5 to 10 working days. During the investigation, DHL may contact the sender, recipient or courier.
- **Settlement calculation:** Compensation is based on the applicable liability limit (see compensation limits). If additional insurance was booked for DHL Paket, liability increases up to the amount insured. Compensation is

always based on the proven value of the goods and not on the retail price or expected revenue.

- **Credit payout:** After the investigation is complete, DHL issues a credit note. The value of the credit note is applied to the customer's JTL Shipping account.

Label validity

	Details
Label validity	DHL labels created with JTL Shipping should be used within 7 days of creation. Labels may become invalid after the expiry of this period.
Cancellation	Labels that have not been scanned by DHL can be cancelled in JTL Shipping. Cancellation is not possible after the first DHL scan.
DHL Kleinpaket special rule	If a DHL Kleinpaket label is not cancelled before the end of the day (usually around 6 p.m., depending on the settings in your business customer portal), the DHL Kleinpaket parcel will be invoiced regardless of whether it was shipped.

Surcharges

DHL may apply surcharges in certain situations. All surcharges shown are exclusive of VAT.

DHL Paket surcharges

Surcharge	Description
Oversize	Applied when parcel dimensions exceed 120 × 60 × 60 cm.
Roll-shaped oversize	Applied when roll-shaped parcels exceed the maximum dimensions.
Inadequate packaging	Applied when the parcel is packaged inadequately for transport.
Bulky goods	Applied for all items requiring special manual handling due to unusual dimensions or a special type of packaging.

DHL Kleinpaket surcharges

Surcharge	Description
Routing code fee	EUR 0.49 per item is applied if the routing code is missing or incorrect.
Return fee	EUR 2.50 per item is applied for undeliverable parcels returned to sender.

Surcharges will be passed on to the customer. JTL incorporates known surcharges into label pricing where possible. Surcharges are subject to change by DHL: any additional or new surcharges imposed by DHL will be retroactively invoiced to the customer in accordance with section 10(9) of the JTL Shipping T&Cs.

Prohibited and restricted items

DHL prohibits the following items from being shipped. Parcels containing prohibited items may be seized, returned or destroyed without compensation. JTL cannot intervene or file claims on the customer's behalf for parcels containing prohibited items. Repeated violations may result in a suspension of the customer's access to DHL services via JTL Shipping.

Prohibited items include (list is not exhaustive):

- Dangerous goods (explosives, flammable liquids/gases, toxic substances). (Exception: DHL Kleinpaket allows limited quantities of dangerous goods from the customer's very first shipment.)
- Weapons and ammunition
- Live animals
- Perishable goods (unless specifically approved)
- Narcotics and illegal substances
- Cash, precious metals and gemstones (uninsured parcels)
- Items that violate export control regulations

Customer obligations

By using DHL services via JTL Shipping, the customer agrees to the following obligations:

- **Packaging:** All parcels must comply with DHL's packaging requirements (see parcel specifications above). Improperly packaged parcels may be refused, delayed or returned and may result in a claim for in-transit damage being rejected.
- **Labelling:** Shipping labels must be clearly visible and not covered by tape or packaging material. If packaging is reused, all old labels and barcodes must be removed.
- **Weight and dimensions:** The customer must declare accurate values for weight and dimensions. If the actual weight or dimensions differ from the values as declared, DHL may apply surcharges, which are passed on to the customer's JTL Shipping account.
- **Prohibited items:** The customer is solely responsible for ensuring that no prohibited or restricted items are shipped (see prohibited and restricted Items above). Violations may result in the seizure or destruction of the parcel without compensation and suspension from DHL services via JTL Shipping.

- **Claims reporting:** All claims must be reported to JTL Shipping within 48 hours of delivery or discovery of the issue, in accordance with section 11 of appendix H to the JTL T&Cs. Late claims may be rejected. For in-transit damage, the recipient must retain the original packaging together with the damaged goods.
- **Returns:** The customer is responsible for ensuring that recipients complete the returns process properly, including using correct packaging and labelling, with handover to DHL. The customer bears responsibility for any costs or damage arising from the recipient's failure to complete the return process.
- **Label usage:** Labels must be used within 7 days of creation. For DHL Kleinpaket, labels not cancelled before the end of the business day will be invoiced whether or not the parcel was sent.

Link your own contract

If you already have a direct customer contract with DHL, you can link it in JTL Shipping to access your individually negotiated rates. You can use these rates instead of – or in addition to – the central rates. With a direct contract, additional shipping methods may be available beyond the central rate selection (e.g. DHL Paket International, DHL Retoure International and DHL Europaket). See “Activate own contract with carrier” (“Eigenen Vertrag mit einem Versanddienstleister aktivieren”): <https://guide.jtl-software.com/jtl-cloud/shipping-2-0/eigenen-vertrag-mit-einem-versanddienstleister-aktivieren/>

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These conditions are subject to change by DHL. JTL will notify customers of any important changes via the JTL Shipping platform.