

Shipping methods – home and business delivery

DPD Classic (small parcel)

Description	Home delivery for smaller, lightweight parcels. Can be combined with a one-time pick-up or a drop-off.
Weight	0–3 kg
Max. dimensions	Length: 50 cm
Max. girth (L + 2W + 2H)	111 cm
Tracking	Yes – full end-to-end tracking
Delivery time	1–2 business days (domestic DE)
Delivery attempts	For B2C recipients, the customer must declare the parcel as B2C. The recipient will then receive a “predict notification”, which informs them of the delivery time. In this case, only one (1) delivery attempt is made. If the parcel is not declared as B2C, three (3) attempts are made in total. After the third attempt, the parcel is kept for 7 days at a service point. Additional costs for the second and third delivery attempt will be charged to the customer. It is the customer’s sole responsibility to correctly classify parcels as B2C or B2B.
Delivery days	Mon – Sat (except public holidays)
Proof of delivery	Yes
Carrier insurance	Yes – up to EUR 520 within Europe
Pick-up	Yes – requires a minimum monthly volume of 100 parcels
Drop-off	Yes – DPD Parcel Shop
Destinations	Domestic (DE) and international (EU + selected non-EU countries)

DPD Classic

Description	Standard home and business delivery for parcels up to 31.5 kg. DPD Classic is DPD's core shipping product.
Weight bands	0–5 kg, 5–10 kg, 10–20 kg, 20–31.5 kg
Max. dimensions	Length: 175 cm
Max. girth (L + 2W + 2H)	250 cm
Tracking	Yes – full end-to-end tracking
Delivery time	1–2 business days (domestic DE), 2–5 days (EU)
Delivery attempts	For B2C recipients, the customer must declare the parcel as B2C. The recipient will then receive a “predict notification”, which informs them of the delivery time. In this case, only one (1) delivery attempt is made. If the parcel is not declared as B2C, three (3) attempts are made in total. After the third attempt, the parcel is kept for 7 days at a service point. Additional costs for the second and third delivery attempt will be charged to the customer. It is the customer's sole responsibility to correctly classify parcels as B2C or B2B.
Delivery days	Mon – Sat (except public holidays)
Proof of delivery	Yes
Carrier insurance	Yes – up to EUR 520 within Europe
Pick-up	Yes – minimum monthly volume of 100 parcels
Drop-off	Yes – DPD Parcel Shop
Destinations	Domestic (DE) and extensive international network

DPD Shop2Home (size-based)

Description	Size-based shipping product where pricing is determined by parcel dimensions rather than weight. Available in sizes XS, S, M, L and XL.
Weight	Up to 20 kg (all sizes)
Tracking	Yes – full end-to-end tracking
Delivery time	1–2 business days (domestic DE)

Delivery attempts	Three (3). After the third attempt, the parcel is kept for 7 days at a service point.
Delivery days	Mon – Sat (except public holidays)
Proof of delivery	Yes
Carrier insurance	Yes – up to EUR 520 within Europe
Pick-up	No
Drop-off	Yes – DPD Parcel Shop

Size categories:

Size	Max. dimensions (shortest + longest side)	Max. weight
XS	up to 35 cm	20 kg
S	up to 50 cm	20 kg
M	up to 70 cm	20 kg
L	up to 90 cm	20 kg
XL	up to 300 cm girth (circumference + longest side)	20 kg

All sizes: max. length 100 cm, max. girth 250 cm. All prices include a EUR 0.15 security fee. International shop deliveries are priced across three zones (Zone 1: BE, DK, LU, NL, AT, SK, SI, CZ, PL, HU; Zone 2: EE, FR, IT, HR, LV, LT, MC, PT, SE, ES; Zone 3: BG, FI, GR, IE, RO). An island surcharge of EUR 30.00 applies to international shop shipments.

DPD Business Express 12:00

Description	Guaranteed delivery by 12 p.m. on the next business day. For time-critical B2B and B2C parcels.
Weight	Up to 31.5 kg
Max. dimensions	Length: 175 cm
Max. girth (L + 2W + 2H)	300 cm
Tracking	Yes – full end-to-end tracking
Delivery time	Next business day, by 12 p.m.
Delivery days	Mon – Fri (except public holidays)
Proof of delivery	Yes

Carrier insurance	Yes – up to EUR 520
Destinations	Domestic (DE) and selected EU destinations

DPD Business Express 18:00

Description	Guaranteed delivery by 6 p.m. on the next business day. A cost-effective express option.
Weight	Up to 31.5 kg
Max. dimensions	Length: 175 cm
Max. girth (L + 2W + 2H)	300 cm
Tracking	Yes – full end-to-end tracking
Delivery time	Next business day, by 6 p.m.
Delivery days	Mon – Fri (except public holidays)
Proof of delivery	Yes
Carrier insurance	Yes – up to EUR 520
Destinations	Domestic (DE) and selected EU destinations

DPD ParcelLetter

Description	Compact, letter-format shipment of small flat items. Cost-effective alternative to a full parcel.
Weight	Check specific limits in JTL Shipping
Tracking	Yes
Carrier insurance	Yes – liability is limited to three (3) times the service fee
Destinations	Domestic (DE)

Shipping methods – service point delivery

DPD Classic to service point

Description	Direct delivery to a DPD Parcel Shop for recipient collection. Less expensive than home delivery.
Weight bands	0–2 kg, 2–4 kg, 4–6 kg, 6–8 kg, 8–10 kg, 10–20 kg
Max. dimensions	Length: 100 cm, width: 50 cm
Max. girth (L + 2W + 2H)	250 cm
Tracking	Yes – full end-to-end tracking
Delivery time	1–3 business days
Carrier insurance	Yes – up to EUR 520
Drop-off	Yes – DPD Parcel Shop
Destinations	Domestic (DE) and selected EU countries

Return shipping methods

DPD return shipping methods are available for customers who want to offer their recipients an easy return process.

DPD Return

For returns, home pick-up of the parcel is not possible. Instead, the recipient must drop the parcel off at a DPD Parcel Shop.

Description	Recipient drops off the return parcel at any DPD Parcel Shop.
Weight	Up to 20 kg
Tracking	Yes
Carrier insurance	Yes – up to EUR 520

Volumetric weight

DPD applies volumetric weight calculations for larger parcels. The DPD service fee is based on the actual weight or the volumetric weight – whichever is higher. The base price displayed in JTL Shipping is calculated using the dimensions provided by the customer. If DPD determines that the actual dimensions or weight differ, the resulting surcharge will be invoiced to the customer.

Volumetric weight formula: Length (cm) × width (cm) × height (cm) ÷ 5,000

Package specifications

Dimension	Classic	Classic (small parcel)	Service Point
Maximum weight	31.5 kg	3 kg	20 kg
Maximum length	175 cm	50 cm	100 cm
Maximum width	–	–	50 cm
Maximum girth	300 cm	111 cm	250 cm

General packaging requirements

- Parcels must be securely packaged to withstand normal handling in transit.
- The shipping label must be clearly visible and placed on the largest flat surface.
- Remove or cover any old labels or barcodes from previously used boxes.
- Fragile items should be packaged with cushioning material on all sides.
- Do not use string, straps or excessive amounts of tape that could interfere with automated sorting.

Pick-up and drop-off

Pick-up

DPD offers regular pick-up services for customers in Germany:

One-time pick-up	A single pick-up request, subject to availability and minimum volumes. If a standard delivery vehicle would not be able to handle the pick-up, then a custom pick-up request must be made via the JTL support portal.
Recurring pick-up	Scheduled pick-up on fixed days of the week. Requires a minimum monthly volume of 100 parcels (minimum of 5 parcels per pick-up). Any failure to meet the minimum volume may result in a surcharge from DPD, which will be

	passed on to the customer. If a standard delivery vehicle would not be able to handle the pick-up, then a custom pick-up request must be made via the JTL support portal.
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Drop-off

Customers can drop off DPD parcels at any DPD Parcel Shop. No parcel limit applies for drop-offs.

Claims and compensation

Claims process

If an issue occurs with your DPD parcel shipment, you can initiate a claim via JTL Shipping. JTL acts as the intermediary between you and DPD. DPD recognises four claim categories, each with specific documentation requirements:

- (a) non-delivery or loss;
- (b) damage in transit;
- (c) incorrect delivery (wrong parcel delivered);
- (d) disputed delivery signature (tracking shows delivered with signature, but recipient denies receipt).

The claim category determines which documents you must provide and how DPD investigates the case.

To file a claim:

- Open JTL Shipping and find the affected parcel.
- Select the applicable claim category (non-delivery, damage in transit, incorrect delivery or disputed signature).
- Upload all of the documents required for your claim category (see required documentation below). The claim form will indicate which documents are required.
- Submit a declaration of non-insurance – this confirms that the goods are not covered by any separate freight insurance policy. This declaration is required by DPD for the financial settlement of any claim.
- JTL will validate the documentation and forward the claim to DPD.
- DPD investigates the claim. Investigation takes 1–10 working days for domestic (Germany) parcels and up to 30 working days for international parcels. During investigation, DPD may contact the sender, recipient or courier.

- Once the investigation is complete and all required documents have been received, DPD issues a credit note within 10 working days. The value of the credit note is applied to your JTL Shipping account.

Important: 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 (in PDF format). Reimbursement will be capped at 75% of the stated sales value by default if you cannot supply a purchase invoice. You must also provide a declaration of non-insurance. Signed statements are subject to verification and are capped at a maximum claim value of EUR 100. Additional supporting evidence (e.g. receipts for the cost of production, screenshots of marketplace listings, etc.) may be required.

Customers with JTL Shipping Protect (Cover Genius) active on the parcel should file their claim through the Shipping Protect process instead of the carrier claims process described here.

Compensation limits

Claim type	Shipping method	Max. compensation
Damage in transit	All (except ParcelLetter)	EUR 520 per parcel
Damage in transit	ParcelLetter	3x service fee
Lost/non-delivery	All (except ParcelLetter)	EUR 520
Lost/non-delivery	ParcelLetter	3x service fee
Incorrect delivery	All	EUR 520
Disputed delivery signature	All	EUR 520
Unjustified return	All	Service fee only

Important: Compensation is based on the purchase value of your products. A valid purchase invoice is required for all claims. If no purchase invoice can be supplied, reimbursement will be capped at 75% of the sales value. Claims without any supporting documentation may be rejected.

Claim deadlines

Damage in transit	Within 7 days of delivery. The recipient must retain the original packaging and damaged goods until the investigation has been concluded.
Non-delivery/lost parcel	Within 14 days of the parcel shipment date
Incorrect delivery	Within 7 days of the recorded delivery date
Disputed delivery signature	Within 7 days of the recorded delivery date

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 DPD.

Required documentation

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

- For all claim types:
 - Sales invoice or purchase invoice for the shipped goods
 - Proof of shipment (tracking number is auto-populated from the platform)
 - Declaration of non-insurance, confirming that the goods are not covered by any separate freight insurance policy
 - Signed statement of estimated value (only if no purchase invoice is available – reimbursement will be capped at 75% of sales value)
- Additional documents for damage in transit 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 carrier inspection. Disposing of packaging or goods before the investigation is complete may cause your claim to be rejected.
- Additional documents for incorrect delivery claims:
 - Photo of the shipping label on the parcel as received
 - Photo of the contents of the parcel as received

- Signed and legally binding declaration from the recipient confirming that the parcel as received is not the parcel that was expected. The declaration must include the following details: recipient's full name and address; tracking number; description of what was actually received; recipient's handwritten signature. A template for this declaration is available in the JTL Shipping claims form.
- Additional documents for disputed delivery signature claims:
 - Signed and legally binding declaration from the recipient confirming that the parcel was not received and that the recipient did not sign for it. Format: same requirements as above.
- Additional documents for non-delivery/lost parcel claims:
 - Description of the parcel contents and exterior characteristics (marks, stickers, logos, etc.)
 - Shipment confirmation or proof of handover (if no initial carrier scan is available)

Investigation and settlement

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

- Investigation: DPD investigates each claim individually. For domestic parcels (i.e. within Germany), investigations are typically completed within 1–10 working days. For international parcels, investigations may take up to 30 working days due to coordination with foreign partner networks. During this period, DPD may request additional information from the sender, recipient or courier.
- Financial settlement: Once the investigation process has confirmed the claim, DPD then requires your sales invoice relating to the claim and your declaration of non-insurance before processing payment. If both documents have been submitted with the original claim then no further action is needed on your part.
- Credit payout: DPD issues a credit note within 10 working days of receiving all of the required documents and completing the investigation. The value of the credit note is applied to the customer's JTL Shipping account.
- Carrier inspection: DPD reserves the right to inspect damaged parcels and their contents. For damage in transit claims, the recipient must retain the original packaging, cushioning materials and damaged goods until they are notified that the investigation has been concluded.

Goods excluded from claims

Certain goods are excluded from DPD's compensation policy:

- Cash, securities and bearer instruments
- Precious metals and gemstones
- Dangerous goods
- Items not packaged properly according to DPD's packaging guidelines

Label validity

Label validity	DPD labels created via JTL Shipping must be used within 7 days of creation. Labels not used within this period will expire. Shipping fee becomes due immediately upon label creation – not upon use.
Label corrections	Labels can be updated (e.g. to correct an address) before the initial scan by DPD.
Cancellation	Labels that have not been scanned by DPD can be cancelled in JTL Shipping.

Surcharges

DPD may apply surcharges in certain situations:

Surcharge	When it applies	Amount (EUR, excl. VAT)
Road toll (BFStrMG)	All road shipments	0.35
Energy surcharge (road)	Variable, per parcel	12.5% of base rate (air: variable)
Security surcharge	X-ray sampling checks	0.15
Non-conveyable (NC) – form / dimension / volume	Non-standard shape, length 120–175 cm, width or height > 60 cm, or volume > 150 L	6.00 each
Overweight / Overlength / Overgirth	Weight > 31.5 kg, length 175–250 cm, or girth 300–330 cm	40.00 each
Forwarding surcharge	Weight > 40 kg, length > 250 cm, or	60.00

	girth + length > 330 cm	
Undeliverable – address/postcode error (domestic)	Parcel not deliverable or not returnable, DE	7.00
Undeliverable – address/postcode error (international)	Parcel not deliverable or not returnable, intl	14.00
Second or third delivery attempt	B2C parcel not flagged as B2C; per additional attempt	3.00
Proof of delivery (POD)	On request	12.00
Missing or incomplete export documents / data	International shipments	35.00
Hazardous goods / Hazardous goods LQ	Per special agreement	7.00 / 3.50
Incorrect / missing routing or unreadable label	Non-conforming label	1.00
Missing or insufficient pre-alert data	Per parcel	1.00
Higher insurance	Increased cover, max EUR 13,000 (if registered)	40.00
Paper invoice	Waived with e-invoicing	10.50
Seasonal surcharge	1 November – 23 December	0.35
Island / remote-area surcharge (domestic)	Islands and hard-to-reach areas in DE	15.00
Currency surcharge (CH / LI)	Shipments to Switzerland / Liechtenstein	19.0% of freight rate
Financing costs	Waived for direct debit or 10-day payment	5.0%

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

Additional services

The following optional DPD services can be added to a shipment. Amounts are per parcel and exclude VAT; express surcharges apply in addition to the DPD Classic parcel price.

Service	Details	Surcharge (EUR, excl. VAT)
DPD Express (18:00)	Delivery by 18:00 the next business day	6.00
DPD 12:00	Delivery by 12:00 the next business day	9.00
DPD 8:30	Delivery by 08:30 the next business day	46.20
Saturday delivery	In combination with DPD 12:00 – guaranteed, time-definite	15.00
ID-Check	Recipient identity check (not with DPD 08:30)	6.50
DPD Tyre	Tyre shipping (plus seasonal surcharge EUR 1.50/tyre, Mar–May & 23 Sep–23 Dec)	6.00
Collection request	On-request pick-up	13.00
Exchange	Deliver and collect at the same visit	12.00
Non-online transmission	If the order is not transmitted online	2.50
Express DPD 12:00 (Europe)	Time-definite delivery in BE, NL, LU and CH	21.00

Standard Saturday delivery: Saturday is a regular delivery day at DPD. Parcels to private (B2C) recipients are delivered on Saturdays at no additional cost on DPD Classic, Shop2Home and Shop2Shop. The Saturday surcharge listed above applies only to the guaranteed, time-definite DPD 12:00 Saturday service. DPD does not collect parcels on Saturdays.

Prohibited and restricted items

DPD prohibits the following items from being shipped. Parcels containing prohibited items may be returned, seized or destroyed by DPD 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 DPD services via JTL Shipping.

Prohibited items include (list is not exhaustive):

- Dangerous goods (explosives, flammable materials, corrosive or toxic substances, radioactive materials)
- Weapons, firearms and ammunition
- Live animals
- Perishable food items (without approved, temperature-controlled packaging)
- Narcotics and illegal substances
- Cash, unset precious stones and bearer instruments
- Counterfeit or pirated goods
- Human remains
- Items requiring special freight licences not held by DPD

Additional restrictions for international parcels:

- Customs regulations of the destination country apply.
- Certain goods may be subject to export controls or embargoes, or require specific licences.
- Tobacco products and alcohol are subject to destination country restrictions.

Customs, duties and terms of delivery

For international parcels, customs clearance costs and import charges may apply depending on the terms of delivery (Incoterm) selected under “Standard shipping methods”. These charges are not included in the base label price shown in JTL Shipping: they depend on the destination, goods value and customs clearance, and are passed on afterwards via the DPD invoice.

Option	Terms of delivery	Applies to
1	Free house	EU countries (freight only)
2	Free house, DAP – duty unpaid	CH, LI, BA, RS, NO (Classic); all non-EU (Express)
3	Free house, DAP – customs cleared	GB, CH, LI, IS, NO
4	Free house, DDP – duty-paid, tax unpaid	CH, LI, NO
5	Free house, DDP – duty-paid, tax paid	CH, LI, NO (Classic); all non-EU (Express)

Customs clearance costs: For road transport (DPD Classic), customs clearance costs are invoiced separately; for DPD Express they are included in the parcel price. Clearance

covers up to three (3) dutiable items per parcel; each further dutiable item is charged at EUR 5.00.

Great Britain: Customs clearance is billed per package. For goods with a value up to GBP 135.00, VAT must be paid directly to HMRC (the sender must register with HMRC); enhanced DAP terms apply for higher-value goods.

Export documentation

For international parcels outside the EU, the following documentation may be required:

Shipping documents

- Commercial invoice (with item descriptions, quantities, values and HS codes)
- Customs declaration (CN22/CN23 where applicable)

VAT and EORI

- An EORI number is required for commercial parcels to/from the EU.
- VAT numbers should be included on the commercial invoice where applicable.

HS codes

- Harmonized system (HS) codes must be provided for each item shipped in international parcels.
- Correct HS codes ensure quick customs clearance and accurate calculation of duties and taxes.

Customer obligations

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

- Correct classification of all parcels as B2C or B2B. Incorrect classification may result in surcharges for additional delivery attempts.
- Provision of accurate weights and dimensions for all parcels. Discrepancies identified by DPD will result in surcharges invoiced to the customer.
- Reporting of damage or loss within 48 hours of delivery via JTL Shipping. Late claims may be rejected.
- Compliance with all DPD packaging requirements. Claims for items damaged due to inadequate packaging will be rejected.
- No shipping of prohibited or restricted items as listed in this document. Violations may result in the customer's suspension from DPD services via JTL Shipping.
- Use of labels within 7 days of creation.

Link your own contract

If you already have a direct customer contract with DPD, 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. 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/>

Feldfunktion geändert