



Official Public Notice

Domestic Excess Size Policy

At DHL, we have been working diligently to provide a faster and a more reliable service by making significant investments in our domestic air and ground network infrastructure, products and information systems. Our goal is to deliver you the best shipping solutions available in the industry.

A recent review of our domestic network performance showed that we are regularly handling a significant number of Excess Size packages. These bulky and heavy packages contribute to unexpected and unnecessary delays directly impacting our ability to deliver your express packages on time, every time.

DHL Express considers a package to be Excess Size when the longest side of the package exceeds 108 inches, when the length plus girth exceeds 165 inches, or when any individual package within a shipment exceeds 150 pounds in actual weight.

As of April 3, 2006, DHL Express no longer accepts Excess Size packages into our domestic air and ground networks. This will allow us to avoid delays and deliver on our promise of providing a superior customer experience. **Please note that international shipments are not affected by this policy. The applicable DHL Express international weight and dimension limits will remain the same.**

Your DHL Express Sales Representative can provide advice for alternative options to handling your Excess Size shipments. One such option would be to use another DHL division, DHL Global Forwarding, which has expertise handling Excess Size packages. If you choose DHL Global Forwarding from the available alternative options, your Sales Representative will be happy to arrange a joint sales visit to review your requirements.

DHL is dedicated to assisting our customers 24 hours a day, 7 days a week. If you have any questions regarding this policy or require additional information, please call your Sales Representative or call Customer Service at 1 800 CALL DHL (1-800-224-4345).