



DHL enhances its global express import services

- **Import express deliveries now to more than 200 countries**
- **Full money back guarantee for pre-noon deliveries to 135 markets**
- **Guaranteed pre-nine deliveries to 90 markets**
- **Competitive offer for complete door-to-door import services**

Bonn, April 8, 2009 — As the World Trade Organization (WTO) forecasts a global trade growth of 9.5 % in 2010 and company-internal year-to-date volume statistics suggest a positive development on many trade lanes, DHL Express announces a further expansion of its import services on a worldwide basis.

In addition to offering the most extensive next business day import service to more than 200 countries around the world, the world's leading international express delivery company is now backing its pre-noon and pre-nine import deliveries by on-time delivery guarantees in 135 and 90 countries respectively. DHL plans to inform consumers on its leading import services through a global campaign that kicks off this week.

The newly enhanced import services portfolio reflects DHL's strategy to concentrate on the cross-border express business. DHL has considerably strengthened its international express delivery network in the past year, building further its industry leading expertise and capabilities. The successful optimization of its global network and enhancement of its world wide import billing capabilities over the past months paved the way for expanded DHL's Import Express services.

Says Roland Thomas, DHL Express' Global Vice President Products & Services: "With a clear focus on international express, DHL has created a strong and very competitive range of services that is being offered to our customers through trained international specialists. DHL's import services are ideal for regular import needs and help customers manage their import costs, cash flows and supply chain. Customers also benefit from a one company-one invoice-one currency approach."



DHL's import services are useful for all express customers who receive shipments from production facilities or suppliers in different parts of the world. Those importing time sensitive goods, such as replacement spare parts, who need absolute confidence in their arrival at destination, together with the highest control over transport costs, find the services particularly useful. Likewise, companies of all sizes in the technology sector, value the in-house customs expertise of DHL and the absence of needing a warehouse at destination.

DHL IMPORT EXPRESS 12:00 assures a delivery by noon for vital deliveries to major cities, towns and business centers, with transportation charges met by the receiver at destination. The enhanced service level is now available to customers in 135 countries and offers a full money-back guarantee* in the unlikely event of a late shipment delivery. Customers who need an even earlier delivery to their premises can now take advantage of DHL IMPORT EXPRESS 9:00, which is offered to major cities across 90 countries worldwide with the same full money-back guarantee. Customers can use either local customer service hotlines or DHL's online shipping tools to choose their preferred time of inbound delivery.

**As defined in DHL's Terms and Conditions*

- Ends -

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DHL – The Logistics company for the world

DHL is the global market leader in the logistics industry and “The Logistics company for the world”. DHL commits its expertise in international express, air and ocean freight, road and rail transportation, contract logistics and international mail services to its customers. A global network composed of more than 220 countries and territories and about 300,000 employees worldwide offers customers superior service quality and local knowledge to satisfy their supply chain requirements. DHL accepts its social responsibility by supporting climate protection, disaster management and education.

DHL is part of Deutsche Post DHL. The Group generated revenue of more than 46 billion euros in 2009.