


# HUBBED


INTERNATIONAL PARCEL  
SERVICES GUIDE

## INTERNATIONAL PARCEL SIZE GUIDELINE

Up to 2kg - Maximum Parcel Size

Total Dimensions  = up to 90cm  
no side longer than 60cm

From 2kg up to 5kg - Maximum Parcel Size

Total Dimensions  = up to 150cm  
no side longer than 105cm

	UP TO 250gm	UP TO 500gm	UP TO 1KG	UP TO 2KG	UP TO 3KG	UP TO 5KG
<b>Zone 1</b> New Zealand 3-5 Days Delivery	\$ <b>20</b> <sup>.95</sup>	\$ <b>22</b> <sup>.50</sup>	\$ <b>31</b> <sup>.00</sup>	\$ <b>45</b> <sup>.00</sup>	\$ <b>48</b> <sup>.00</sup>	\$ <b>65</b> <sup>.00</sup>
<b>Zone 2</b> Asia Pacific 5-12 Days Delivery	\$ <b>22</b> <sup>.25</sup>	\$ <b>27</b> <sup>.45</sup>	\$ <b>42</b> <sup>.00</sup>	\$ <b>68</b> <sup>.00</sup>	\$ <b>82</b> <sup>.00</sup>	\$ <b>125</b> <sup>.00</sup>
<b>Zone 3</b> Western Europe 5-12 Days Delivery	\$ <b>28</b> <sup>.00</sup>	\$ <b>30</b> <sup>.00</sup>	\$ <b>55</b> <sup>.00</sup>	\$ <b>72</b> <sup>.00</sup>	\$ <b>88</b> <sup>.00</sup>	\$ <b>135</b> <sup>.00</sup>
<b>Zone 4</b> North America & Middle East 7-12 Days Delivery	\$ <b>23</b> <sup>.50</sup>	\$ <b>27</b> <sup>.25</sup>	\$ <b>45</b> <sup>.00</sup>	\$ <b>71</b> <sup>.00</sup>	\$ <b>86</b> <sup>.00</sup>	\$ <b>130</b> <sup>.00</sup>
<b>Zone 5</b> Rest of the World 9-12+ Days Delivery	\$ <b>31</b> <sup>.95</sup>	\$ <b>34</b> <sup>.00</sup>	\$ <b>60</b> <sup>.00</sup>	\$ <b>90</b> <sup>.00</sup>	\$ <b>105</b> <sup>.00</sup>	\$ <b>155</b> <sup>.00</sup>

**Mandatory PO deliveries required for:** Oman, Papua New Guinea, Qatar, Saudi Arabia and United Arab Emirates.

**UN Embargo countries:** Crimea (Ukraine postcodes beginning with 95-99 and Russia postcodes beginning with 295-299), Cuba, Iran, North Korea, Sudan (North), Syria and Yemen.  
Guatemala (temporary suspension) - No shipments can be sent to these destination countries.

# TARGET DELIVERY DAYS FROM AUSTRALIA\*

Zone 1	New Zealand	3 - 5 Days
Zone 2	Hong Kong	5 - 7 Days
	Singapore	5 - 7 Days
	China	7 - 11 Days
	Rest of Asia Pacific	7 - 12+ Days
Zone 3	France	5 - 7 Days
	Germany	6 - 10 Days
	United Kingdom	3 - 6 Days
	Rest of Western Europe	9 - 12+ Days
Zone 4	Canada	7 - 11 Days
	United States of America	7 - 9 Days
	Middle East	9 - 12+ Days
Zone 5	Rest of the World	9 - 12+ Days

\*Target delivery days quoted are in business days and exclude local public holidays. Target delivery days are measured from the time the shipments arrive into the DHL eCommerce Sydney Distribution Centre. Target delivery days quoted are estimates based on historical performance and are subject to changes without prior notice. Any delay at the destination countries is beyond the control of DHL eCommerce. Delivery to areas outside major cities, or where your shipment is dutiable or held at customs may take longer.

# COUNTRY LIST

## Zone 1 - New Zealand

3-5 Days Delivery

New Zealand

## Zone 2 - Asia Pacific

5-12 Days Delivery

American Samoa	Myanmar
Bangladesh	Nauru, Rep. of
Bhutan	Nepal
Brunei Darussalam	New Caledonia
Cambodia	Niue
China	Norfolk Island
Cocos (Keeling) Islands	Northern Mariana Islands
Cook Islands	Pakistan
Fiji	Palau, Rep. of
French Polynesia	Papua New Guinea*
Guam	Philippines
Hong Kong	Samoa
India	Singapore
Indonesia	Solomon Islands
Japan	Sri Lanka
Kiribati	Taiwan
Korea, Rep. of (South)	Thailand
Lao, People's Dem. Rep.	Timor-Leste (East!Timor)
Macau	Tonga
Malaysia	Tuvalu
Maldives	Vanuatu
Micronesia	Vietnam
Mongolia	

## Zone 3 - Western Europe

3-12 Days Delivery

Austria	Italy
Belgium	Jersey
Denmark	Luxembourg
Finland	Netherlands
France	Norway
Germany	Portugal
Greece	Spain
Guernsey	Sweden
Iceland	Switzerland
Ireland	United Kingdom
Isle of Man	

## Zone 4 - North America & Middle East

7-12 Days Delivery

Afghanistan	Oman*
Armenia	Palestine, State of
Azerbaijan	Qatar*
Bahrain	Saudi Arabia*
Canada	Tajikistan
Iraq	Turkmenistan
Israel	United Arab Emirates*
Jordan	United States of America
Kazakhstan	Uzbekistan
Kuwait	
Kyrgyzstan	
Lebanon	

## Zone 5 - Rest of World

9-12+ Days Delivery

Åland Islands	Central African Rep.
Albania	Chad
Algeria	Chile
Andorra	Christmas Island
Angola	Colombia
Anguilla	Comoros, Dem. Rep.
Antarctica	Congo, Dem. Rep. of
Antigua & Barbuda	Congo, Rep. of the
Argentina	Costa Rica
Aruba	Cote d' Ivoire (Ivory!Coast)
Bahamas	Croatia
Barbados	Cuba
Belarus	Curaçao
Belize	Cyprus
Benin	Czech Republic
Bermuda	Djibouti
Bolivia	Dominica
Bonaire, Sint Eustatius & Saba	Dominican Republic
Bosnia and Herzegovina	Ecuador
Botswana	Egypt
Bouvet Island	El Salvador
Brazil	Eritrea
British Indian Ocean Territory	Estonia
Bulgaria	Ethiopia
Burkina Faso	Falkland Islands
Burundi	Faroe Islands
Cameroon	Gabon
Cape Verde	Gambia
Cayman Islands	Georgia
	Ghana
	Gibraltar

## Zone 5 - Rest of World cont~

9-12+ Days Delivery

Greenland	Réunion
Grenada	Romania
Guadeloupe	Russian Federation
Guatemala	Rwanda
Guinea-Bissau	St. Barthélemy
Guinea, Rep. of	St. Helena, Ascension, Tristan da Cunha
Guinea, Rep. of Equatorial	St. Kitts and Nevis
Guinea-Bissau	St. Lucia
Guyana	St. Martin (French)
Haïti	St. Pierre & Miquelon
Heard Island, McDonald Islands	St. Vincent and the Grenadines
Honduras	San Marino
Hungary	São Tomé & Príncipe
Jamaica	Senegal
Kenya	Serbia, Republic of
Kosovo	Seychelles
Latvia	Sierra Leone
Lesotho	Sint Maarten (Dutch)
Liberia	Slovakia
Libya	Slovenia
Liechtenstein	Somalia
Lithuania	South Africa, Rep. of
Macedonia, Rep. of	South Georgia, South Sandwich Islands
Madagascar	Sudan, South
Madeira	Suriname
Malawi	Svalbard & Jan Mayen
Mali	Swaziland
Malta	Tanzania
Marshall Islands	Togo
Martinique	Tokelau
Mauritania	Trinidad and Tobago
Mauritius	Tunisia
Mayotte	Turkey
Mexico	Turks and Caicos Islands
Moldova, Rep. of	Uganda
Montenegro	Ukraine
Montserrat	United States Minor Outlying Islands
Morocco	Uruguay
Mozambique	Vatican City State
Namibia	Venezuela
Nicaragua	Virgin Islands (British)
Niger	Virgin Islands (U.S.)
Nigeria	Wallis and Futuna
Panama, Rep. of	Western Sahara
Paraguay	Zambia
Peru	Zimbabwe
Pitcairn	
Poland	
Puerto Rico	

\* Country accepts P.O. Box addresses only.

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# PROHIBITED & RESTRICTED GOODS

## PROHIBITED GOODS

You cannot send prohibited goods under any circumstances.\*



Animals (Including insects, hatching eggs)



Bullion



Counterfeit or pirated goods



Currency



Dangerous goods, hazardous or combustible materials



Drugs and narcotics (illegal)



Firearms, weapons, ammunition (including replicas)



Human remains (including ashes)



Irreplaceable items



Knives



Negotiable instruments in Bearer Form



Pornography



Airsoft guns



Fidget spinners containing lithium batteries



Any item(s), they carriage of which is prohibited by any law, regulation or state of federal, state or local government to or through which the shipment may be carried.

## RESTRICTED GOODS

In some circumstances, you may be able to send small quantities of restricted goods, pending destination. Please contact DHL eCommerce Customer Service on 1800 688 280 for more information\*



Alcoholic beverages (e.g. beer, wine, spirits)



Animal products, plant products and plants (e.g. animal skins, cotton, seeds, teas)



Toys



Milk powder



Foreign lotteries (including circulars)



Tobacco



Antiques or Fine Art or Works of Art, Collectibles and/or rare items (any item worth more than its original purchase or that is not commonly available)



Soil, earth



Perishable items (e.g. flowers, foodstuffs, items requiring temperature control or special handling)



Medical Samples, Drugs and pharmaceutical products



Industrial diamonds/carbons



Fur(s)/ivory/ endangered animal products



Precious metals and stones (including jewellery)



Watches, costume jewellery



Negotiable instruments in Non-bearer Form



Publications (certain types may be restricted by law)

\*Please note: additional charges and repercussions may be incurred if a shipper is identified in breach.

# DANGEROUS GOODS

You cannot send dangerous goods under any circumstances.\*



Any aerosols, including: hair spray and deodorants



Batteries/cells including: lithium-ion/polymer/metal - alone and in or with electronic devices



Explosives or ammunition such as: fireworks, flares and sparklers



Infectious and/or biological substances expected to contain pathogens or other agents such as: bacteria, viruses, parasites, prions



Air bag inflators and modules or seat-belt pre-tensioners



Carbon dioxide, solid (Dry Ice)



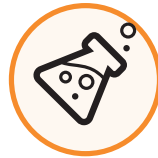
Flammable liquids such as: acetone, lighter fluid, solvent-based paints



Matches, lighters or lighter refills including: cigarette lighters containing petrol and butane lighters



Alcoholic beverages containing >24% alcohol by volume



Corrosives such as: acids, corrosive paint and dyes, rust removers



Flammable solids including: magnesium and potassium



Oxidizing materials or organic peroxides such as disinfectants and hair dyes



Batteries classified as dangerous such as: wet spillable/non spillable lead-acid/alkaline batteries



Environmental waste including: used engine oil and used or damaged batteries



Gases including: flammable, non-flammable, compressed and toxic gases such as fire extinguishers and scuba tanks



Pesticides, toxic herbicides and insecticides or poisons/ toxic substances

\*Please note: additional charges and repercussions may be incurred if a shipper is identified in breach.