

## Country: United Arab Emirates /AE

### Prohibited commodities

All items offensive to the Muslim culture or sensitive to the Middle East security situation are prohibited. These include religious publications/figures, imitation firearms/paraphernalia, military uniforms. Standard DHL prohibitions plus :

- Antiques
- Furs
- Gambling devices
- Ivory
- Jewellery
- Plant products
- Plants
- Precious metals & stones

### Document Express

General correspondence (business or private), plus:

Advertising brochures/pamphlets		Airline tickets, blank stock (NI)	
Airline tickets, issued/validated		Annual reports	
Artwork inc.drawings/proofs/layouts		Blank forms	
Blueprints		Booklets, brochures (non-adv.)	
Business cards		Calendars	
Cash letters (NI)		Catalogues	
Charts/graphs		Cheques, blank (NI)	
Cheques, cancelled (NI)		Cheques, cashier (NI)	[1]
Computer printouts		Deeds	
Diaries	[2]	Diplomatic mail	[-3]
Documents, general business		Drawings, technical/architect/eng.	
Invoices, blank		Invoices, not blank	
Labels		Manuals, technical	
Manuscripts		Maps	
Money orders (NI)		Music, printed or manuscript	
Negatives, including x-rays, films		Newspapers	
Pamphlets			
Personal mail		Photographs	
Photos as part of business reports		Plans/drawings- architectural/industrial/engineering	
Playing cards		Postal envelopes	
Price lists		Price tickets for garments	
Publication not for public resale		Ship manifest-computer generated	
Shipping schedules		Transparencies	
Visa applications			

1. If cancelled or "for deposit only", otherwise unacceptable.

2. Soft back and hard back: up to 5kgs, send as DOX. Over 5kgs, send as WPX .

3. If shipment wt above 26kgs, consignee requires approval from Ministry of Foreign Affairs.

Shipment will not be released until respective Embassies/Consulates produce the approval.

## Worldwide Package Express

Medical supplies requiring temperature maintenance of less than 8 degrees cannot be imported into the UAE through courier mode as there is no cold storing facility. The following are the WPX restrictions:

Alcoholic beverages	[1]	Coal & firewood	[2]
Communications equipment	[3]	Compact disc	[4]
Cotton	[5]	Cotton seed	[5]
Diskettes	[4]	Drugs: non-prescription	[6]
Drugs: prescription	[7]	Films: 8mm, 16mm & 35mm	[8]
Films: entertainment	[4]	Films: promotional, training	[4]
Foodstuffs	[9]	Iso propanol	[2]
Laser disc	[8]	Liquids, non-hazardous	[2]
Magazines, periodicals, journals	[8]	Medical samples	[2]
Military equipment	[2]	Perishables	[2]
Phones/modems	[3]	Radar equip.-transmitters/receivers	[3]
Radio equipment	[2]	Radios or parts thereof	[2]
Seeds	[5]	Tapes: computer	[8]
Tapes: video cassettes	[8]	Telecommunications equipment	[3]
Tobacco	[5]		

- 1. Please consign the shipments to the actual consignee c/o DHL. Consignee must provide license for clearance otherwise shipment will be confiscated.*
- 2. Airway Bill to be consigned to actual consignee, C/O DHL International. Commercial Invoice Packing List required.*
- 3. Consignee must have approval from Ministry of Communication before import. Failure to obtain this will result in long delays and shipment being returned to origin.*
- 4. Maximum quantity 10 pieces and shipment can clear customs within 4 hours upon arrival. If more than 10 pieces, shipment has to go to Ministry of Information for formal clearance, delays: 1-15 days.*
- 5. Maximum 1 kg as samples allowed and consignee must provide Certificate of Agriculture. Shipment to be addressed to consignee's name only.*
- 6. Please contact customer service.*
- 7. Consignee requires approval from Ministry of Health. Delay 1-6 days depending on quantity. Prescription medicine for personal use under a 3month course is acceptable.*
- 8. Due to censors, delay: 1-6 days (depending on quantity).*
- 9. Samples only AWB to be consigned to actual consignee, C/O DHL International. Commercial Invoice, Packing List and AWB required.*

## Service Impact Notes

Muslim holidays are observed and are subject to change without notice.

## Operation Notes

1. Shipment addressed to 'Jebel Ali Free Zone' and airport free zone must be accompanied by original invoices attached to shipments in order to produce 'Bill of Entry'.
2. Shipments pending consignee application or paperwork for importation approvals from Government agencies will be held for 14 days maximum. Delivery to P.O. Box is only available with consignee name and telephone number
3. Shipments to Government Offices and Military Installation must have full consignee name, phone and extension number. Consignee, due to strict security regulations must collect shipments.