



# ADDITIONAL TRANSPORT INSURANCE

The General Terms & Conditions of Carriage apply to all transport services provided by DHL Parcel. In the unfortunate event of loss or damage, DHL Parcel's liability will be limited by the Convention for the International Carriage of Goods by Road (CMR) to 8.33 Special Drawing Rights per kilogram (this equates to approximately € 10 per kilogram). For extra peace of mind you can add an additional transport insurance to your most valuable shipments!



## SECURE SHIPPING

DHL Parcel offers you an optional transport insurance for your most valuable shipments. For a small premium you will be fully protected against any damage or loss.

This will give you extra peace of mind: DHL Parcel always treats your shipments with the utmost care, but in the unfortunate event that something goes wrong, you will be fully compensated. The additional transport insurance will cover the value of the damaged / lost goods and the transport costs. This will enable you to repair or replace the product.

## ADD AN ADDITIONAL INSURANCE

You can easily add an additional transport insurance when preparing your shipment in our online shipping tool My DHL Parcel. Just choose the extra service 'All risks insurance' and add the insured value.

### Insurance premium

If you choose an additional transport insurance at shipment level, you will pay a premium of 0,75% of the insured value of the goods with a minimum of € 10,00 per shipment. If the value of your shipments exceeds € 25,000 please contact our customer service prior to shipping.

DHL can also provide an additional insurance for all your shipments on an annual basis. Please ask your DHL Parcel contact for more details.

### Conditions and exceptions

- Your shipment must be adequately packed to ensure safe transportation with ordinary care in handling through an automated system. Loss and damage caused by inadequate or defective packaging will not be covered by insurance.
- Intellectual value cannot be insured.
- Insurance does not cover indirect loss or damage.
- The full policy conditions are available upon request.

## What to do in case of damage or loss?

If your shipment is damaged or missing, please notify our customer service department as soon as possible. Our agents will immediately start an investigation and give you a case number, which you will need if you should want to submit a claim. All claims for indemnity must be submitted in writing to DHL Parcel:

- within 30 days from the date of delivery in the event of damage or partial loss;
- within 60 days from the date that DHL Parcel accepted the shipment in the event of total loss.

Please submit your claim by sending an email to [parcelbe.cs@dhl.com](mailto:parcelbe.cs@dhl.com). We aim to handle the case within 10 working days.

## YOUR BENEFITS

- Additional protection: you will be fully covered in case of damage or loss to your shipment.
- Easy: simply add the extra service 'All risks insurance' when preparing your shipment via My DHL Parcel.
- One invoice for transport and insurance.



## MORE INFORMATION

For additional information you can contact our customer service department via 02 – 588 01 50 or your DHL Parcel Sales contact.