

# DHL CLAIMS PROCEDURE



As your logistics partner, DHL Parcel always treats your shipments with the utmost care. Unfortunately, accidents can sometimes happen and a shipment may get lost or damaged. If this should occur, it is convenient to know what to do.

## **What to do if my shipment is lost?**

If your shipment was not delivered to the recipient, please contact our customer service department by phone at 02-588 01 50. Our staff will start an investigation and inform you as soon as possible.

## **What to do if my shipment is damaged?**

If your shipment is visibly damaged upon delivery, the consignee should clearly state this on the drivers hand terminal by adding the text “damaged shipment” when signing for receipt. By doing this, your receiver signs for the receipt of a damaged shipment.

If the damage is not immediately visible upon delivery and your receiver only discovers it later, we ask you to notify our customer service department within 7 days of delivery.

After having reported the damage/loss, you can submit a claim for the lost or damaged goods. The instructions for submitting a claim are stated on the back of this page.

### **REPORT DAMAGE/LOSS – 02-588 01 50**

If your shipment is damaged or missing, please notify our customer service department as soon as possible: at the time of delivery for visible damage, within 7 days of delivery in case of non-apparent damage or (partial) loss. Our agents will immediately start an investigation, so you can submit a claim, if necessary.

## How do I submit a claim?

A claim is submitted in two steps.

### Step 1 – Collect information

In order to take the claim into consideration, we need the following information:

- ➔ Shipment number
- ➔ Copy of the purchasing invoice of the missing or damaged goods
- ➔ Weight of the missing or damaged goods
- ➔ In case of a damaged shipment, take photos of the damaged goods and of the damaged packaging, including the shipping label and the filling material.

### Step 2 – Submit your 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 via [parcelbe.cs@dhl.com](mailto:parcelbe.cs@dhl.com). We aim to handle the case within 10 working days.

## What will happen after submission?

Once the Claims Department has received a claim with the accompanying information, the claim will be investigated. Most claims are handled within 10 working days after receipt. The following decisions can be made regarding your claim:

- ➔ Complete approval of the claim
- ➔ Partial approval of the claim
- ➔ Complete rejection of the claim

## What is my financial compensation?

If your claim is rejected by the Claims Department, you will not receive any financial compensation. If your claim is partially or completely approved, you will receive maximum financial compensation from DHL Parcel.

The level of this compensation depends on whether or not your shipment was covered by additional insurance.

We distinguish two situations:

1. Your shipment was not covered by additional insurance, therefore standard CMR liability applies.
2. Your shipment was covered by additional insurance provided by DHL. You will receive maximum compensation based on the insurance level.

The table below gives you an overview of the maximum financial compensation for each situation and insurance level:

### FINANCIAL COMPENSATION FOR LOSS OR DAMAGE

Insurance	Maximum liability
No additional insurance – standard liability	8,33 SDR <sup>1</sup> / kilogram (CMR convention)
Increased Liability	Purchase value of the goods – maximum € 500 / shipment
Additional Insurance	Purchase value of the goods – maximum € 25,000 <sup>2</sup> / shipment

<sup>1</sup> SDR = Special Drawing Rights: a weighted average of the rates of the Japanese yen, British pound, U.S. dollar and euro

<sup>2</sup> If the value of your shipment exceeds € 25.000,- please contact our customer service prior the shipping.