



ADDITIONAL TRANSPORT INSURANCE

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



SECURE SHIPPING

DHL eCommerce 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 eCommerce 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 Portal. Just choose the extra service 'Insurance' and indicate the insured value.

Insurance premium

If you choose an additional transport insurance at shipment level, you will pay a premium of € 2.50 for shipments up to € 500, for shipment up to € 1,000 you will pay € 3.50 and if the value exceeds € 1,000, the premium will be 0.75% of the insured value of the goods. If the value of your shipments exceeds € 100,000, please contact DHL eCommerce prior to shipping.

DHL can also provide an additional insurance for all your shipments on an annual basis. Please ask your DHL eCommerce 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 eCommerce:

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

Please submit your claim by creating a CS ticket in My DHL Portal. 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 'Insurance' when preparing your shipment via My DHL Portal.
- One invoice for transport and insurance.



MORE INFORMATION

For additional information you can contact your DHL eCommerce Sales contact.