

DHL CLAIMS PROCEDURE



As your logistics partner, DHL eCommerce 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 your shipment is damaged?

- In case of visible damage: your recipient must report this to the driver upon receipt of the goods. This means that your recipient signs for the receipt of a damaged shipment. The recipient should also report the damage to you.
- If the damage is not immediately visible upon delivery and your receiver only discovers it later, we ask you as the sender to notify our customer service department within 5 working days of delivery, via our online shipping tool My DHL Portal or by telephone.

What to do if your shipment is lost?

If the shipment is lost, you can submit a claim within 60 days from the date DHL accepted the shipment.

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 5 working 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:

- the shipment number or case number
- a copy of the purchasing invoice of the missing or damaged goods
- weight of the missing or damaged goods
- a description of the contents and proof of value 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 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 accepted the shipment in the event of total loss.

Please submit your claim by creating a CS ticket in our online shipping tool My DHL Portal.

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 your 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 a financial compensation from DHL.

We distinguish two situations:

1. Your shipment was **not insured via DHL**, therefore standard legal liability applies.
2. Your shipment was **insured via DHL**. In this case, the claim will be handled according to our DHL insurance conditions.

For more information about DHL's liability, check the [General Terms and Conditions](#) on our website.

How to insure shipments via DHL?

If you are shipping valuable goods to a private or business address, select the Insurance option when creating your shipment in My DHL Portal.

Want to know more about insurance? Click [here](#) or ask your DHL contact person for information.

Sturdy packaging prevents damage

If the goods were not correctly packaged, a damage claim may be rejected. Always make sure that the packaging is sturdy, appropriate for its contents, and suitable for mechanical sorting. Keep the space between the contents and packaging to a minimum and fill any empty spaces with padding material so that your box does not collapse. You can find more [packaging tips](#) on our website.

More information

If you would like to learn more about the claims procedure, please ask your DHL contact person.