

CLAIM PROCEDURE



As a provider of logistics services, we always take the greatest care with your shipments. In spite of this, things may, on occasion, fail to go as planned: a shipment may be lost or become damaged. In those cases, it is convenient to know what to do.

What to do if my shipment is lost?

If your shipment is not delivered to the recipient, please contact our customer service department via telephone at 088 - 0552 000. Our staff will conduct an investigation.

What to do if my shipment is damaged?

If your shipment arrives at its destination damaged, the receiver needs to state this on the courier's hand terminal at the time of receipt. Make sure to add the text "damaged shipment" to the statement. By doing this, your receiver signs for the receipt of a damaged shipment. If the damage to the shipment is not immediately visible upon receipt and your receiver discovers the damage later, we ask that you notify our customer service department when the damage is discovered. Please keep in mind that in cases of damage that is not immediately visible, notification to DHL Express must be made within 30 days. In either case, you must submit a claim.

More information

If you would like more information about our claims procedure, please contact your DHL contact person or our customer service department at 088 - 0552 000. For more information, see www.dhlexpress.nl/claim_procedure



How do I submit a claim?

A claim is submitted in 2 steps:

1. Collection of general information

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

1. Shipment number and/or file number.
2. Copy of the purchasing invoice or the sales invoice of the missing or damaged goods.
3. Weight of the missing or damaged goods.
4. In the case of a damaged shipment, submit photos of the damaged goods together with the damaged packaging.
5. IBAN-number, BIC-code and the address and name of the account number.

2. Email your claim with the accompanying information

Your claim will be handled within 10 working days of its receipt. Please attach your claim in PDF format with the email and send it to NLCSEXPRESSCLAIMS@dhl.com

What happens 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 of 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 Express. The level of this compensation depends on whether or not your shipment was covered by additional insurance. In this matter, we distinguish between 2 situations:

1. Your shipment was not covered by additional insurance, therefore standard liability applies
2. Your shipment was covered by additional insurance provided by DHL

If your shipment was not covered by additional insurance, you can look up the effect of this on your financial compensation for loss or damage in the table below:

Scope	Standard Liability
Road transport	8,33 SDR* / kg (General Transport Terms and Conditions)
Air transport	19 SDR* / kg (General Transport Terms and Conditions)

*Special Drawing Rights

More information

Would you like more information about the benefits of the additional DHL transport insurance. Please visit our website dhlexpress.nl.