

HOW TO FILE A CLAIM



SHIPMENT DAMAGED OR LOST

Every day, we process tens of thousands of shipments. Of course, we handle all shipments with care, but sometimes things can still go wrong. In such cases, it's helpful to know what you can do.

Investigation first before filing a claim

Was your shipment delivered damaged, or was it not delivered to the recipient? Please contact our [Customer Service](#) in writing within 30 days from the date DHL accepted the shipment. We will then investigate what has happened. After investigation we will let you know whether you can file a claim.

- Report damage or loss to Customer Service
- Investigation by DHL Express
- We will let you know what we have found
- Afterward, you can submit your claim

File your claim online

You can [file your claim online](#) if a shipment is damaged or lost. Only the party that paid the shipping costs for your shipment can file the claim. Did you, for example, purchase something online from a webshop and did they cover the shipping costs? Then only they can submit the claim.

More information

Would you like to know more about our claim procedure? Please contact your DHL contact person or our [Customer Service](#).

Financial compensation depends on weight and insurance

If your claim is accepted, you will receive financial compensation from DHL Express. Based on the law and the general terms and conditions, you will receive an amount per kilo as compensation. In most cases, this amount is lower than the actual value.

The amount depends on the insurance of your shipment. Is the shipment insured? Then we assess the shipment together with the insurer. The insurer will handle the claim further. Is the shipment not insured? Then you can see the compensation in the table below. In principle, we process a claim within 10 working days of receipt. If the shipment is insured, it may take a little longer.

Scope	Standard Liability
Road transport	8,33 SDR* / kg (General Transport Terms and Conditions)
Air transport	26 SDR* / kg (General Transport Terms and Conditions)

*Special Drawing Rights: Global currency whose value consists of the major trading currencies; Euro, Dollar, Yen, Pound and Yuan.