

CLAIM PROCEDURE



As a provider of logistics services, we always take the greatest care with your shipments. Despite this, things may occasionally not go as planned: a shipment can get lost or damaged. In these cases, it is useful to know what to do.

What to do if my shipment is lost?

If your shipment is not delivered to the recipient, please contact us within 30 days via the Contact page on our [website](#). Our team will then start investigations.

What to do if my shipment is damaged?

If your shipment arrives at its destination damaged, please report the damage (visible or non-visible) via the Contact page on our [website](#). Please contact us within 30 days via phone, email or chat.

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 file a claim?

A claim can be filed in 2 ways:

1. Via the website

You can file a claim online via our [website](#). Enter the AWB number of your shipment and we will contact you within 2 business days.

2. Via email

Send your claim via email to NLCSEXPRESSCLAIMS@dhl.com with the following information (preferably in a PDF file):

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.

Our team will process your claim within 10 working days of its receipt.

What happens after submission?

Once the Claims Department has received a claim with the right information, the claim will be investigated. After this, a decision on your claim will be made.



What is my financial compensation?

If your claim is approved, you will receive financial compensation from DHL Express. The amount of this compensation depends on any additional insurance for your shipment.

If your shipment was covered by additional insurance, we will review your shipment with the insurer. After that, the insurer will inform you.

If your shipment was not covered by additional insurance, standard liability applies. In the table below you can see the effect on your financial compensation for loss or damage.

Scope	Standard Liability
Road transport	8,33 SDR* / kg (General Transport Terms and Conditions)
Air transport	22 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.

More information

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