



DHL eCOMMERCE SOLUTIONS

SHIPMENT PROTECTION

The below quick reference guide applies to the DHL eCommerce Solutions policy and procedures for Shipment Value Protection and Limitation of Liability.

Eligibility requirements

- Claim requests must be received after 21 days for domestic shipments and 45 days for international, however, no later than 90 days from the date DHL eCommerce Solutions first scans the package at one of our Distribution Centers
- Claims for damaged shipments may be filed immediately
- Claims for shipments that have received stop-clock events from a Delivery Service Partner, e.g. Delivered, Out for Delivery, Notice Left, Undeliverable as Addressed, Returned to Sender, etc., will not be approved
- International packages – address must be valid per DHL eCommerce Solutions' internal address verification tool
- Damaged claims will only be considered if the shipment was damaged while in DHL eCommerce Solutions' possession and within one of its Distribution Centers
- DHL eCommerce Solutions does not require a signed statement from the consignee confirming non-receipt or damage of a package (U-PIC may differ in this requirement)

Claim Filing Tips

- To file a claim, please visit the DHL eCommerce Solutions Customer Web Portal at <https://portal.dhlecs.com/login.cfm>
- Claims should be submitted by DHL eCommerce customers; claims from consignees are not accepted
- Please ensure a valid tracking number is provided
- For International claims, a Customer Confirmation Number starting with either "GM" or "LM" will be needed
- The claims review process can take 7-10 business days following receipt of completed claim information

PRODUCT COVERAGE

Type	Product	Limitation of Liability	Shipment Value Protection	Shipping Charges Only	USPS
International	DHL Parcel International Direct		✓		
	DHL Parcel International Standard		✓		
	DHL Packet International	✓			
Legacy Product	DHL Packet Plus International		✓		
Domestic	DHL SmartMail Parcel Expedited Max		✓		
	DHL SmartMail Parcel Plus (Expedited/Ground)		✓		
	DHL SmartMail Parcel (Expedited/Ground)	✓			
	DHL SmartMail Flats (Expedited/Ground)	✓		✓	
	DHL SmartMail Bound Printed Matter	✓			
Returns	DHL SmartMail Parcel Return (Plus/Light/Ground)		✓		
Other	Priority Mail				✓



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SHIPMENT VALUE PROTECTION

Shipment Value Protection is provided by U-PIC Insurance Services on behalf of DHL eCommerce Solutions.

For the following products, up to 100 USD of insurance per parcel is automatically provided by U-PIC, unless the shipper specifically opts out.

- DHL SmartMail Parcel Expedited Max
- DHL SmartMail Parcel Plus (Expedited & Ground)
- DHL SmartMail Parcel Return (Plus, Light & Ground)

- DHL Parcel International Direct
- DHL Parcel International Standard
- DHL Packet Plus International

For additional coverage (above 100 USD) on these services or for coverage of products not listed, please refer to the Shipment Value Protection section on the DHL eCommerce Solutions website.

- For customers based in the United States, click [here](#)
- For customers based in Canada, click [here](#)

LIMITATION OF LIABILITY

Calculations

- Maximum of \$100 per BOL (calculations apply) per the DHL eCommerce Solutions Terms and Conditions
- Claims for Domestic products, if approved, will be the lesser of \$0.50/pound or the declared value of the item
- Claims for International products, if approved, will be the lesser of \$13.00/pound or the declared value of the item

CALCULATION EXAMPLES

Product	Package Value	Weight	Calculation	Approved Claim
DHL SmartMail Parcel - Expedited	\$20.00	0.45 lb.	\$0.50 x 0.45 lb. (\$0.23)	\$0.23
DHL SmartMail Parcel - Ground	\$20.00	0.75 lb.	\$0.50 x 0.75 lb. (\$0.38)	\$0.38
DHL Packet International	\$20.00	3.0 lb.	\$13.00 x 3 lb. (\$39.00)	\$20.00