



## SIMPLE AND FAST HANDLING OF COMPLAINTS ONLINE

**For easy and fast handling of your complaint, please use our new online portal, which is accessible at:**

<https://www.dhl.com/cz-en/home/our-divisions/freight/customer-service/how-to-prepare-a-claim.html>

**Please prepare the documents below:**

- Shipments details
- A copy of the invoice or delivery note proving the price of the goods
- A copy of the proof of receipt of the goods by the consignee
- What photos do we need:
  - Overall display of the shipment package
  - Overall view of the damaged part of shipment packaging
  - General display of the DHL shipment label
  - Fillings and placement of goods in packaging
  - General display of damaged goods
  - Photos must be of at least quality 640px and in .jpg or .img format

**Only the payer of the transport is entitled to file a complaint.**

DHL Freight CZ s.r.o.  
Nádražní 2967/93, 702 00 Ostrava  
Czech Republic

[www.dhlfreight.cz](http://www.dhlfreight.cz) | +420 239 018 222

**Do you have problems with  
complaints or just need a help?**

Send a message to: [czgbsclaims@dhl.com](mailto:czgbsclaims@dhl.com)