

CLAIMS POLICY

CUSTOMER E-GUIDE

Whilst we aim to take care of your shipments while they are in our custody, and the vast majority of our shipments reach their destinations safely, it is unavoidable that, in some circumstances, a shipment may be lost or damaged.

This document sets out the process by which claims for the loss of, or damage to shipments are processed and investigated by DHL Parcel.

MAKING A CLAIM

STEPS TO MAKING A CLAIM

Step 1

Raise your query with your Customer Services. Dependent on your account status they will either direct you to the claims portal to register your claim, or they will pass the details to our claims department.

You must always raise your query with Customer Services first and not directly on the claims portal.

Claims must be notified within three working days if the goods have been signed for with clear proof of delivery, or seven working days of the due delivery date if the shipment has been lost.

Step 2

Where the claim has been registered on the claims portal, the progress of the claim will be shown on the claims portal.

Where the claim has been passed to the claims department, and the claim is valid a form will be sent to you. This should be completed within 21 days of receipt and sent to:

DHL Parcel UK,
Claims Department,
120 Buckingham Avenue,
Slough,
SL1 4LZ.

Failure to return the form may invalidate the claim. The issuing of a claim form does not signify acceptance of liability.

Step 3

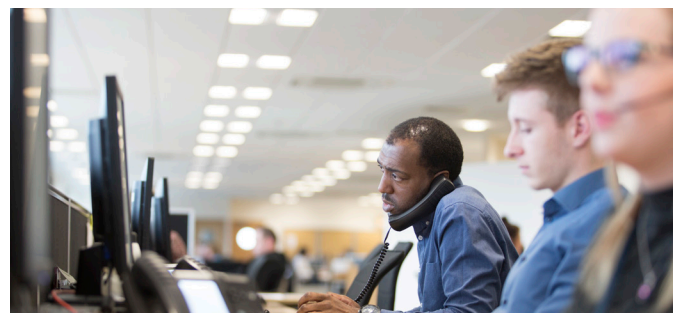
Upon receipt the claim will be investigated and either settled or declined.

Where the claim has been registered on the claims portal, the decision will be shown on the claims portal.

Where the claim has been passed to the claims department, the claims department will notify you of the decision by letter.

Your account will be credited where liability is accepted, any such liability will be strictly under DHL Parcel UK Terms and Conditions. Please note that an administration charge of £55 will apply with the exception of international shipments where no administration charge applies. Before submitting claims, please ensure you can provide the following required forms of evidence otherwise the claim cannot be accepted:

- Number of damaged or lost items
- Total shipment weight
- Weight of damaged or lost items
- Description of goods
- Details of damage sustained
- Value of shipment
- Value of items damaged including copies of invoices where applicable. This will include retail, Purchasing and manufacturers cost
- Goods and packing to be available for inspection (damaged items only)



DAMAGE CLAIM

A damage inspection report may also be required. This is necessary in the below circumstances:

- Number of damaged or lost items
- Parcel weight over 10kg
- Parcel weight under 10kg but shipment value over £100
- Parcel weight under 10kg but shipment with extended liability

To enable a damage inspection report to be completed where the damaged parcel is with the customer, a third party collection will be raised by the Customer Service team to collect the parcel from the customer and return to the DHL Parcel UK delivering depot. In the event of the damaged parcel not being available for inspection the claim will be closed.

Where the parcel weight is under 10kg, a third party collection will be raised by the Customer Service team to return the parcel.

If the damaged parcel contains dangerous or hazardous goods a data safety sheet will be requested by the Customer Service team to enable the parcel to be disposed of correctly.

In order for the claim to be processed photos are required and are captured through the damage inspection process. If the customer has provided photos of the damaged parcel, where the claim has been registered on the claims portal the claims department will request these to be provided through an update on the claims portal. Where the claim has been passed to the claims department, the photos should be emailed to the Customer Service team. Photos must include internal and external packaging, the damaged goods and a copy of the delivery label.

All packaging and damaged items must be retained by the customer until the claims department have resolved the claim or you have confirmation on the claims portal or in writing from the claims department that the items and packaging can be disposed of.

CLAIMS POLICY

1. IMPORTANCE OF THE CLAIMS PROCESS

1.1.

Our aim is to be both reasonable and fair in dealing with the loss of or damage to shipments. Where the loss or damage is shown to be the fault of DHL Parcel UK, it will pay compensation in line with the Terms and Conditions of carriage (the “Conditions”) with respect to the standard liability framework (see clause 7.0 of the Conditions) and where you have purchased extended cover (see clause 7.0 of the Conditions). Where the loss of, or damage to a shipment is not DHL Parcel UK’s fault, then your course of action is against the person who is at fault.

1.2.

It is therefore crucial that where a shipment is lost or damaged, it is reported to DHL Parcel UK as quickly as possible without delay. Timely reporting allows DHL Parcel UK to:

1.2.1.

take remedial action; and/or

1.2.2.

investigate the matter and trace the trail left by the shipment whilst recollections are fresh and the trail is still warm.

Failure to report in a timely manner will prejudice any investigation or the chances of finding your shipment(s), and may also invalidate your claim.

2. TIME LIMITS

2.1.

In accordance with the Conditions, DHL Parcel UK will only be liable for loss or, damage to shipments if you notify us:

2.1.1.

within 3 Working Days of the date of delivery, where the proof of delivery has been signed without any endorsement to the effect that the shipment was received as damaged, or there was a shortage; or

2.1.2.

within 7 Working Days of the due date of delivery if the whole shipment has been lost; or

2.1.3.

within 7 Working Days of the date of delivery in all other cases (e.g. where there has been an endorsement of damage or shortage on the proof of delivery); and

2.1.4.

you submit a written claim to us within 21 Working Days of the date of the letter accompanying the claim form which we will send out to you once you have notified us of your claim.

2.2.

For the purposes of calculating the numbers of Working Days referred to in this paragraph 3, the first Working Day is the date of delivery in the case where delivery has been fully or partially carried out. In the event of complete loss, the first Working Day will be the date of due delivery, and in relation to submitting the claim form, the first Working Day will be the date of the letter which accompanied the claim form.

2.3.

Failure to comply with the time limits set out in this paragraph 3 shall invalidate your claim and you acknowledge you will have no further recourse against DHL Parcel UK in respect of such claim, because you recognise that there is a claims process but for whatever reason, you have not followed it.

3. NOTIFICATION

3.1.

You may notify us in respect of a claim in any of the following ways:

3.1.1.

Calling the Customer Service team;

3.1.2.

Calling the relevant Franchise Centre;

3.2.

Please note that notification on the delivery document (or proof of delivery) does not constitute valid notification. Only those set out above are valid methods.

3.3.

Upon valid notification being received, Customer Services will either direct you to register the claim on the claims portal, or will notify the Claims Department. The Claims Department shall conduct a preliminary assessment of your claim and if any of the exclusions set out in the Conditions do not apply, the Claims Department will update the status on the claims portal or will send out a claim form to you.

If, during the preliminary assessment, it is found that an exclusion(s) applies, that the claim is below the administration fee or that the claim has been notified outside of the time limits stated in paragraph 3, the decision will be shown on the claims portal or the Claims Department will write to you declining the claim and explaining why.

4. CLAIM FORM

4.1.

Where the claim is being registered on the claims portal, the claim form which is completed helps you to quantify your claim to us. You are advised to fill it in as fully, accurately and as truthfully as possible.

Where the claim has been passed to the claims department, the claims department will send out the claim form to you. The completed claim form must be returned to us within the time limits stated in this document.

4.2.

You acknowledge that by merely advising you to register the claim on the claims portal, or by sending out a claim form, that we are not admitting any fault. We are simply seeking information which will help us to ascertain whether we have any liability, and if we do, whether we are partially or wholly at fault.

5. INVESTIGATION

5.1.

When a claim has been notified and while we are waiting for the claim form to be completed on the claims portal or are waiting for the claim form to be returned to us by you, we will commence our investigation. To aid our investigation, you acknowledge and accept that we may require in respect of all claims for loss of, or damage to shipments, whether they are relating to international deliveries or otherwise:

5.1.1.

photographic evidence of the damage; and/or

5.1.2.

a written declaration from the customer that the shipment was damaged; or

5.1.3.

in the event that the customer claims non-receipt, a completed Non-receipt of goods disclaimer form.

5.1.4.

if you have settled the matter with the customer, a copy of the credit note provided by you to the customer, or such other evidence of settlement.

5.2.

In addition, we will also require you to substantiate a claim by providing relevant information about the shipment including:

5.2.1.

proof of value and proof of sale;

5.2.2.

estimates of repair costs; and

5.2.3.

in the case of damage, to provide both the shipment and the original packaging for inspection. For the avoidance of doubt, you must ensure that in the event of damage, that the original packaging to the shipment as well as the contents of the shipment must be preserved, maintained, and made available for inspection to determine whether the reported damage is consistent with damage sustained from transit through the DHL parcel UK network. Failure to retain the original packaging may render any claim invalid.

5.3.

Failure to provide any evidence and documentation which we may reasonably request may invalidate your claim in which event you accept that you have no further remedies under this Agreement

6. DECISION

6.1.

Upon receipt of evidence from you and the conclusion of our investigations into your claims, the status of the claim will be updated on the claims portal or we will write to you informing you of our decision.

6.2.

Where we have ascertained that there is a degree of fault attributable to DHL Parcel UK, we will explain firstly to what degree we consider ourselves to be liable, and pay compensation (pro-rated) in accordance with the Conditions, taking into account the degree of liability found to be attributable to DHL Parcel UK.

6.3.

If we do not consider that there is any fault attributable to DHL Parcel UK, we will explain to you why we have reached this conclusion.

6.4.

There may be instances that notwithstanding any fault, there may be exclusions of liability which apply, for example, that the shipment is below administration fee, or that you have failed to provide information upon request, which has invalidated your claim. In such an instance, we will write to you to explain more fully.

6.5.

You accept that our decisions are final. If you do not agree, you may write to the Head of Claims, DHL Parcel UK to ask for a reconsideration of the original decision. The Head of Claims is not obliged to reconsider a decision, but shall take into account any relevant representations made by you. The Head of Claims may either uphold the decision, in which event you accept that the decision is final, or remit the decision for reconsideration, in which case the Claims Department may reconsider the claim afresh.

7. INTERNATIONAL CLAIMS

7.1.

DHL Parcel UK provide insurance for Shipments that are compliant with the International Parcel Conditions against the risk of loss or damage, at no additional charge and independently of the liability of DHL Parcel UK, up to its full value with a maximum of £150 ("Shipment Insurance") per shipment when sent through the Parcel Europe Network. For all other international shipments either CMR or Warsaw convention terms apply.

7.2.

The Sender agrees that a Shipment is deemed unacceptable and therefore excluded from transport as a prohibited shipment if

a) its gross value (including VAT) exceeds EUR 25,000 per Shipment (DHL Parcel UK's limits of liability shall always apply);

b) it contains precious metals, jewellery and gemstones with a purchase price of more than EUR 50 per piece, watches, objects of art, antiques, unique pieces or other articles of special value and "high risk", cash, bank cards, negotiable instruments, postage stamps, securities, shares, bills of exchange, and has a total value of over EUR 500 per Shipment;

c) all shipments sent for delivery to the same Consignee on the same day containing goods pursuant to 7.2.b exceed a total value of EUR 500

8. PROHIBITED GOODS

Please be aware of the following restrictions on our services. Nothing set out here is intended to supersede or override the terms and conditions, which can be found at [dhlparcel.co.uk/terms-and-conditions](https://www.dhlparcel.co.uk/terms-and-conditions)

No shipment will be accepted for carriage which contains:

- Animals, animal parts, livestock and insects
- Antiques*
- Artwork
- Bullion
- Cashiers or travellers cheques
- Cigarettes (tobacco and tobacco products)
- Credit or debit cards
- Currency
- Drugs
- Firearms (including replicas & imitations)
- Flora
- Imitation weaponry
- Important documents (passports, tenders, share & option certificates)
- Jewellery or valuable items of wear (including occasional items of wear, designer items such as clothing, watches, shoes & handbags)
- Medicines
- Money orders
- Negotiable instruments in bearer form
- Paint
- Precious stones or metals
- Radioactive material
- Stamps
- Unprotected furniture
- Weapons, explosives and munitions

Our transit system is not suitable for carrying shipments containing:

- Ceramics
- China
- Fossils
- Glass
- Pottery
- Stonewear
- Televisions or other electronic graphical display systems (with screen size exceeding 37 inches)
- Works of art (or similar materials)
- Items which are made from, or consist of rock (whether igneous, metamorphic, sedimentary or otherwise)

We accept no liability for damage caused to the same.

Unless agreed in writing we will not cover shipments containing:

- Alcoholic beverages
- Food
- Liquids
- Paints
- Perishable
- Plants

Antiques*

An item perceived as having value because of its aesthetic or historical significance.

An antique is an item that is collected or desirable because of its age, beauty, rarity, condition, utility, personal emotional connection, and/or other unique features.

It is an object that can represent a previous era or time period in human history.