

CLAIM HANDLING GUIDE – LOSS AND DAMAGE

HOW TO PROCEED IN CASE OF IRREGULARITY WITH YOUR SHIPMENT



What shall you do?

1. **Notify your Cargo Insurer** (not necessary in case you covered **DHL Freight Cargo Insurance**)
2. **Inform DHL Freight Customer Service** about the irregularity and submit following documentation:

For all kind of claims:

- Statement of claimed amount
- Commercial invoice
- Packing list (or any other document showing the relevant claim weight)

In case of a claimed damage, we additionally need:

- Written first claim notice to DHL Freight (e.g. initial claim e-mail)
- Pictures of the damaged cargo
- Pictures of the packaging (inside and outside), alternatively description of the internal and external packaging
- If the damaged cargo may be repaired: Repair estimates or repair costs

IMPORTANT: Any obvious damage to your shipment needs to be reported immediately during acceptance of the shipment. Concealed damages must be notified in writing within seven days after delivery.

3. **Try to mitigate the loss** and keep the damaged cargo and the packaging available for a possible survey

What will DHL Freight do?

Upon receiving your claim notification, we will confirm receipt and **investigate the matter**. Usually, the claim notice will then be forwarded to our **internal Claims Department** for further assessment.

Depending on the claim circumstances and the possible claimed amount our insurer may appoint a surveyor to evaluate the extent and the specific cause of the damage.

What will happen in case of a justified claim?

DHL Freight's liability is usually governed by the mandatory provisions of the CMR and in addition depending on the agreed transport conditions by local law or any Standard Terms and Conditions. These provisions typically limit liability in relation to the affected weight of the damaged/lost parts and also govern certain rejection reasons. *[local liability amendments to be considered]*
e.g. CMR liability: 8,33 SDR*/damaged or lost kilogram

If you have covered your cargo with our **DHL Freight Cargo Insurance** product our insurer reimburses the insured cargo value based on the applicable policy conditions.

How long does the process take?

We aim to finalize most claims within one month, provided that all necessary documents are available for processing.

* actual value of a Special Drawing Right (=SDR) may be retrieved via https://www.imf.org/external/np/fin/data/rms_five.aspx

If you have any uncertainties, questions or if you would like to address any other claim than a loss or damage, please contact our **Customer Service Team**. They will assist you and can share further details with our respective claims department.
[email addresss + telephone number local CS]

