

INTERNATIONAL CLAIMS GUIDE

REQUISITE CLAIM PERIODS

Please be aware of the below time periods and methods in which claims must to be submitted in order to be considered:

Claim periods and method of submission

	Reason for claim	Maximum elapsed time from shipping date	Method of submission
International and Economy Select claims	Damage	30 days	Please call Claims on 0844 248 0879 or email gb.customerclaims@dhl.com
International and Economy Select claims	Loss	30 days	Please call Customer Services on 0844 248 0844 and an agent will commence an investigation and advise you of the next steps
International claims	Delay*	14 days	Once the shipment has been delivered please call Claims on 0844 248 0879 or email gb.customerclaims@dhl.com
Economy Select claims	Delay	30 days	Please call Customer Services on 0844 248 0844 and an agent will commence an investigation and advise you of the next steps

CLAIMS PROCESS

Step 1: Register your claim

You can register your claim by contacting a claims advisor or DHL customer services using the contact details above.

Step 2: Claim assigned to a claims agent

You will be notified when your claim has been received and is being investigated. In certain instances you may be required to complete a claim form which will be forwarded to you by your claims agent.** The waybill should be referred to on all correspondence and when contacting the claims department by telephone.

Step 3: Supply your supporting documentation

Documentation required	Damage	Loss	Delay
Pictures of damage	✓		
Pictures of ALL packaging	✓		
Proof of value† for ALL the items sent	✓	✓	
Proof of shipping / copy waybill	✓	✓	✓

Post: Customer Claims Department, DHL International (UK) Ltd, Millenium House, 5 Argosy Road, East Midlands Airport, Derbyshire, DE74 2SA

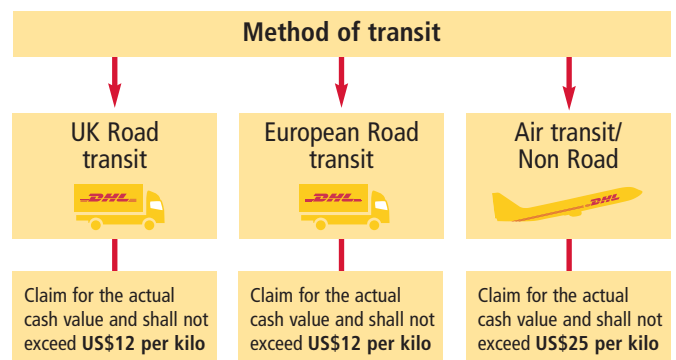
Fax: 0844 248 0919

Email: gb.customerclaims@dhl.com

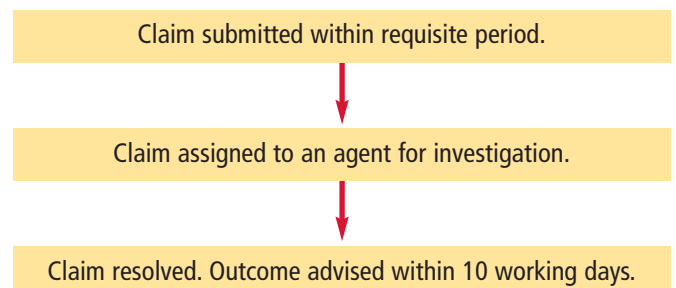
* Please note that this only applies to services covered by the Money Back Guarantee (these terms and conditions are available on the DHL website www.dhl.com or from DHL Customer Service). Transit times for all other services are not guaranteed and, as per section 9 of DHL's Terms and Conditions of Carriage, do not form part of the contract. ** If the shipment was insured using the Shippers Interest Insurance a claim form MUST be completed. † If you are a manufacturer or a supplier, the submitted proof of value should be the wholesale or manufactured cost (i.e. your cost), less VAT where applicable.

CLAIM CONDITIONS

Claims are subject to the following factors:



LIFECYCLE OF A CLAIM



KEY TERMS AND CONDITIONS OF CARRIAGE

(Sections 6 – 11)

Unless otherwise agreed, by shipping with DHL you have already accepted our Terms & Conditions of Carriage which can be found by visiting www.dhl.co.uk. Below are the key provisions in the Terms & Conditions of Carriage which relate to claims.

6. DHL's liability

DHL's liability is strictly limited to direct loss and damage only and to the per kilo/lb limits in this Section 6. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business), whether such loss or damage is special or indirect, and even if the risk of such loss or damage was brought to DHL's attention before or after acceptance of the Shipment. If a Shipment combines carriage by air, road or other mode of transport, it shall be deemed to have been carried by air. DHL's liability in respect of any one Shipment transported, without prejudice to Sections 7-11, is limited to its actual cash value and shall not exceed:

- \$US 25.00/kilogram or \$US 11.34/lb for *Shipments transported by air or other non-road mode of transportation*; or
- \$US 12.00/kilogram or \$US 5.44/lb for *Shipments transported by road*.

Claims are limited to one claim per Shipment settlement of which will be full and final settlement for all loss or damage in connection therewith. If Shipper regards these limits as insufficient it must make a special declaration of value and request insurance as described in Section 8 (Shipment Insurance) or make its own insurance arrangements, failing which Shipper assumes all risks of loss or damage.

7. Time limits for claims

All claims must be submitted in writing to DHL within thirty (30) days from the date that DHL accepted the Shipment, failing which DHL shall have no liability whatsoever.

8. Shipment Insurance*

DHL can arrange insurance for Shipper covering the actual cash value in respect of loss of or physical damage to the Shipment, provided the Shipper completes the insurance section on the front of the waybill or requests it via DHL's automated systems and pays the applicable premium. Shipment insurance does not cover indirect loss or damage, or loss or damage caused by delays.

9. Delayed shipments Money-Back Guarantee

DHL will make every reasonable effort to deliver the Shipment according to DHL's regular delivery schedules, but these schedules are **not binding and do not form part of the contract**. DHL is not liable for any damages or loss caused by delays. Certain services have a money-back guarantee which provides for a credit or refund for delay of all or part of the Shipment's transport charges in some cases. The Money-Back Guarantee Terms and Conditions are available on the DHL website (www.dhl.com) or from DHL Customer Service.

10. Circumstances beyond DHL's control

DHL is not liable for any loss or damage arising out of circumstances beyond DHL's control. These include but are not limited to: electrical or magnetic damage to, or erasure of, electronic or photographic images, data or recordings; any defect or characteristic related to the nature of the Shipment, even if known to DHL; any act or omission by a person not employed or contracted by DHL – e.g. Shipper, Receiver, third party, customs or other government official; "Force Majeure" – e.g. earthquake, cyclone, storm, flood, fog, war, plane crash or embargo, riot or civil commotion, industrial action.

11. International Conventions

If the Shipment is transported by air and involves an ultimate destination or stop in a country other than the country of departure, the Montreal Convention, or the Warsaw Convention as applicable, governs. For international road transportation, the Convention for the International Carriage of Goods by Road (CMR) may apply. These conventions limit DHL's liability for loss or damage.

* This is not available for mail services. ** Any claim form being returned by email must be a scan of the original, in the form of an attached PDF file. Please note that we cannot accept any electronic or digital signatures on the claim form. By following these instructions, you will assist us in expediting your claim. Thank You for your co-operation.

IMPORTANT INFORMATION

(See DHL website www.dhl.co.uk for complete Terms and Conditions of Carriage and the insurance)

Please complete the "Notification of Insurance Claim" form (cc11), where applicable, in full. Please ensure that **ALL** boxes are completed wherever applicable. In respect to partial loss and partial damage claims, confirmation of value **WILL** be required for the entire shipment.

Please note that in almost all situations it is only the shipper that may make a claim.

The "Shipper" is deemed to be the person who signed the DHL waybill and agreed to the Terms and Conditions of Carriage on your behalf and on behalf of anyone else with an interest in the Shipment. The Shipper must fill in the claim form.

Claims for international inbound shipments to the UK will need a release of rights from the DHL origin and the Shipper before the claim can be processed in the UK. DHL will gain that release.

If you are a manufacturer or a supplier, the amount of the claim should be the wholesale or manufactured cost (i.e. your cost) **NOT** the retail value of the item.

The insurance is subject to the conditions of average.

In the event that the subject-matter insured is at the time of loss greater in value than the declared insured amount, the assured shall only be entitled to recover a proportion of the said loss in proportion to the total value of the said interest.

All damaged merchandise and packaging **MUST** be retained in the original shipping container at the receiver's location in order that DHL, or an appointed loss adjuster, may make inspection. Photographs of the above **WILL** need to be submitted to DHL by the claimant in respect to **ALL** damage claims.

All "Notification of Insurance Claim" forms (cc11) need be returned to the following address within sixty (60) days from the date that DHL accepted the Shipment:

DHL International (UK) Ltd, Fax Number: 0844 248 0919
Customer Claims Department, Email**: gb.csinsurance@dhl.com
Millennium House, Unit 5 Argosy Road,
East Midlands Airport, Castle Donington,
Derbyshire, DE74 2SA

LIABILITY NOT ASSUMED:

(Consequential loss) DHL shall not be liable in any event for any special, incidental, or consequential damages, including, but not limited to loss of profits, income, interest or future business, whether special, direct or indirect and even if DHL had knowledge that such damages might be incurred at any time.

SETTLEMENTS, TRANSPORTATION AND ASSOCIATED CHARGES:

DHL reserves the right to remunerate any associated carriage charges to the claimant's DHL account, wherever applicable.

Further guidance

Should you require any further guidance please do not hesitate in contacting us.

Customer Claims / International damaged shipments:
0844 248 0879

Customer Services / International and Economy Select lost or delayed shipments: **0844 248 0844**

Customer Claims / Economy Select damage:
0844 248 0879

Email: gb.customerclaims@dhl.com Web: www.dhl.co.uk