

INTERNATIONAL CLAIMS GUIDE*



* This claims guide also applies to Day Definite International Services to destinations outside of Europe.

REQUISITE CLAIM PERIODS

Please be advised of the below time period and method in which claims must be submitted in order to be considered:

Claim periods and method of submission

Reason for claim	Maximum elapsed time from date of despatch	Method of submission
Damage	30 days	Please call customer claims on 01332 816961 and ensure you can support the claim with photographic evidence
Transit delay (of Timed Delivery Service) OR Loss	30 days	Please call customer services on 0870 1100 300 and an agent will commence an investigation and advise next steps

CLAIMS PROCESS

Step 1: Obtain claim form

Claims forms can be obtained by contacting a claims advisor on **01332 816961** (damaged shipments) or **0870 1100 300** (delayed or lost shipments) or emailing custcare@dhl.com

Step 2: Complete form and return for assessment

Once completed please return the form to:

Fax: 020 8831 2170;

Email: custcare@dhl.com; OR

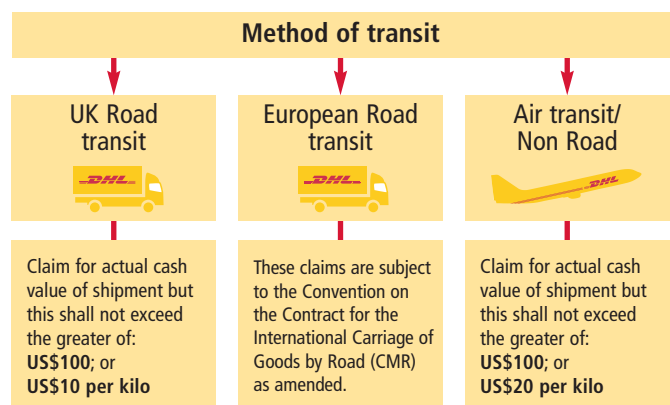
Post: Customer Claims Department
DHL Express (UK) Ltd, Millenium House
5 Argosy Road , East Midlands Airport
Derbyshire, DE74 2SA

Step 3: Claim assigned to a Customer Services Agent

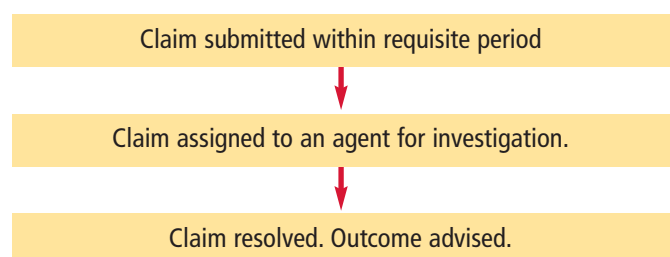
You will now receive an acknowledgement that the claim has been received and is being investigated. The relevant air waybill number should be referred to when contacting the Claims department.

CLAIM CONDITIONS

Claims are subject to the following factors:



LIFECYCLE OF A CLAIM



TERMS AND CONDITIONS

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

Section 6. DHL's liability

DHL contracts with Shipper on the basis that DHL's liability is strictly limited to direct loss 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 since special risks can be insured by Shipper. If a Shipment combines carriage by air, road or other mode of transport, it shall be presumed that any loss or damage occurred during the air period of such carriage unless proven otherwise. 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 the greater of \$US 100 or:

\$US 20.00/kilogram or \$US 9.07/lb for *Shipments transported by air or other non-road mode of transportation*; or

\$US 10.00/kilogram or \$US 4.54/lb for *Shipments transported by road (not applicable to the US)*.

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.

Section 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.

* this is not available for mail services

Section 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.

Section 9. Delayed shipments

DHL will make every reasonable effort to deliver the Shipment according to DHL's regular delivery schedules, but these are not guaranteed and do not form part of the contract. DHL is not liable for any damages or loss caused by delays.

Section 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: -"Act of God" – e.g. earthquake, cyclone, storm, flood, fog; "Force Majeure" – e.g. war, plane crash or embargo; any defect or characteristic related to the nature of the Shipment, even if known to DHL; riot or civil commotion; any act or omission by a person not employed or contracted by DHL e.g. Shipper, Receiver, third party, customs or other government official; industrial action; and electrical or magnetic damage to, or erasure of, electronic or photographic images, data or recordings.

Section 11. Warsaw Convention

If the Shipment is transported by air and involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention, if applicable, governs and in most cases limits DHL's liability for loss or damage.

Further guidance

Should you require any further guidance please don't hesitate in contacting us.

Customer Claims/Damaged shipments: **01332 816961**

Customer Services/Lost or delayed shipments: **0870 429 6378**

Email: custcare@dhl.com

www.dhl.co.uk