



ADDITIONAL TRANSPORT INSURANCE

The General Terms & Conditions of Carriage apply to all transport services provided by DHL eCommerce. In the unfortunate event of loss or damage, DHL eCommerce's liability will be limited by the Convention for the International Carriage of Goods by Road (CMR) to 8.33 Special Drawing Rights per gross kilogram (approximately € 10 per kilogram). For extra peace of mind you can add an additional transport insurance to your most valuable shipments!



SECURE SHIPPING

DHL eCommerce offers you an optional transport insurance for your most valuable shipments. For a small premium you will be fully protected against any damage or loss.

This will give you extra peace of mind: DHL eCommerce always treats your shipments with the utmost care, but in the unfortunate event that something goes wrong, you will be fully compensated. The additional transport insurance will cover the value of the damaged / lost goods and the transport costs. This will enable you to repair or replace the product.

ADD AN ADDITIONAL INSURANCE

Per shipment

You can easily add an additional transport insurance when preparing your shipment in our online shipping tool My DHL Portal. Just choose the extra service 'Insurance' and indicate the correct value category:

- Up to € 500
- From € 500 up to € 1,000
- More than € 1,000: you enter the insured value yourself.

For all shipments

If you regularly ship valuable products, it may be interesting for you to insure all shipments. DHL can also provide an additional insurance for all your shipments on an annual basis, at a competitive premium. Please ask your DHL eCommerce contact for more details.

YOUR BENEFITS

- Additional protection and full compensation: you will be fully covered in case of damage or loss to your shipment.
- Easy: simply add the extra service 'Insurance' when preparing your shipment via My DHL Portal.
- One invoice for transport and insurance.
- The recipient signs for receipt of the shipment.
- Fast claim handling.

What to do in case of damage or loss?

If your shipment is damaged or missing, please notify our customer service department as soon as possible. Our agents will immediately start an investigation and give you a case number, which you will need if you should want to submit a claim. All claims for indemnity must be submitted in writing to DHL eCommerce:

- within 30 days from the date of delivery in the event of damage or partial loss;
- within 60 days from the date that DHL eCommerce accepted the shipment in the event of total loss.

Please submit your claim by creating a CS ticket in My DHL Portal. We aim to handle the case within 10 working days.

Conditions and exceptions

- If the value of your shipments exceeds € 100,000, please contact DHL eCommerce prior to shipping.
- The packaging of your goods must be suitable for an automated transportation and sorting process.
- Intellectual value, consequential damage and returns cannot be insured.
- This transport insurance does not apply to envelopes and letterbox packages.

The full policy conditions are available on our [website](#).



MORE INFORMATION

For additional information you can contact your DHL eCommerce Sales contact.