

# DOMESTIC CLAIMS GUIDE



## REQUISITE CLAIM PERIODS

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

Claim periods	
Reason for claim	Maximum elapsed time
Loss of goods	28 days from date of despatch
Late delivery of goods (Diamond service only)	
Damaged goods	14 days from date of delivery
Partial loss of goods	

## CLAIMS PROCESS

### Step 1: Obtain claim form

Claims forms can be obtained by contacting a claims advisor on **0844 248 0559** or [postdesk.claims@dhl-domestic.co.uk](mailto:postdesk.claims@dhl-domestic.co.uk)

### Step 2: Complete form and return for assessment

Once completed please return the form to:

**Fax:** 0844 248 0560;

**Email:** [postdesk.claims@dhl-domestic.co.uk](mailto:postdesk.claims@dhl-domestic.co.uk); OR

**Post:** DHL Customer Claims Department  
Omega House, 1 Peel Cross Road  
Salford, M5 4SE

### Step 3: Claim assigned to a Customer Services Agent

You will now receive an acknowledgment that the claim has been received and is being investigated. This confirmation will also include a reference number and an agent's name to whom the file has been allocated. This should be referred to when contacting the Claims Department on **0844 248 0559**.

## CLAIM REQUIREMENTS

Before submitting any claims please ensure you can provide the following required forms of evidence otherwise the claim may not be accepted:

**Proof of loss:** Email, letter, fax from the recipient of the goods stating they did not receive the goods; a copy of a dispatch note/collection manifest for replacement goods; a copy of a credit note being raised to the recipient to refund the cost of the lost items.

**Proof of value:** Original supplier/wholesalers invoice (this needs to exclude VAT and profit margin).

**Proof of damage:** Photographic evidence of damage.

Should you require clarification on any of the above please contact **Customer Claims** on **0844 248 0559**.

## CLAIM CONDITIONS

### UK transit

DHL's maximum liability for loss or damage to a consignment is the greater of:

- £2 per kilogram (where a consignment exceeds 50kgs)
- £500 in respect of the pre 10am service; AND
- £100 in respect of all other services

## LIFECYCLE OF A CLAIM

Claim submitted within requisite period



Claim assigned to an agent for investigation.  
Reference provided for future queries.



Claim resolved. Outcome advised.

## 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](http://www.dhl.co.uk). Below are the key provisions found in the Conditions of Carriage which relate to claims.

### 9. LIABILITIES

- 9.1 Subject to paragraphs 9.3 to 9.6 and 10 below, DHL Domestic's liability arising from any negligent act, omission or breach resulting in loss of or damage to a Consignment shall not exceed the cost price of the Consignment or part thereof and shall be limited as follows:
- 9.1.1 in the event of loss of or damage to the whole of a Consignment or mis-delivery or non-delivery of the Consignment, DHL Domestic's liability shall not exceed the greater of (i) £100 in respect of services other than the pre-10am service (where the liability is capped at £500); and (ii) where the Consignment is over 50 kilograms in weight a rate of £2 per kilogram; and
- 9.1.2 in the event of loss of or damage to part of a Consignment, DHL Domestic's liability shall be calculated pro-rata in accordance with condition 9.1.1 above.
- 9.2 Subject to paragraphs 9.3 to 9.6 and 10, in the event of any other Claim made under these Conditions other than in respect of delay, loss or damage to a Consignment or mis-delivery or non-delivery of the Consignment, DHL Domestic's maximum liability under these Conditions shall be limited to £50 per Consignment.
- 9.3 DHL Domestic shall have no liability whatsoever unless the Customer commences legal proceedings within 12 months from the date the Consignment was collected for Carriage.
- 9.4 Neither party shall in any circumstances howsoever arising be liable to the other or to any third party for (i) consequential loss or damage; (ii) indirect loss or damage; (iii) incidental loss or damage; (iv) economic loss of any nature; (v) loss of income; (vi) loss of profits whether direct or indirect; (vii) loss of interest; (viii) loss of future business; (ix) loss of goodwill and (x) loss of sales or turnover.

- 9.5 Nothing in these Conditions shall restrict or exclude liability of the Customer or DHL Domestic for (i) death or personal injury caused by that party's negligence; (ii) any fraudulent act, fraudulent omission or fraudulent misrepresentation by that party or its officers, employees, sub-contractors, agents or representatives; and (iii) any other liability that cannot be limited or excluded by law.
- 9.6 The Warsaw and Montreal Conventions may apply to the Carriage and may further limit the liability of DHL Domestic.

### 10. CLAIMS PROCEDURE

- 10.1 The Customer shall comply with the claims procedure as published on DHL Domestic's website at [www.dhldomestic.co.uk](http://www.dhldomestic.co.uk), as amended from time to time.
- 10.2 DHL Domestic shall be entitled to require proof of the cost price and if applicable the weight of the whole or any part of the Consignment.
- 10.3 All claims brought under paragraph 9.2 and all claims for loss of a Consignment or for late delivery in respect of the pre-10am service only, must be made by the Customer in writing within 28 days of the date of despatch.
- 10.4 All claims for damage to a Consignment or partial loss of Consignment must be made by the Customer in writing within 14 days of the date of delivery.
- 10.5 Should the Customer fail to comply with the time limits specified in paragraphs 9.3, 10.3 or 10.4, then DHL Domestic shall have no liability whatsoever.

#### Further guidance

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

Tel: **0844 248 0559**

Fax: **0844 248 0560**

Email: [postdesk.claims@dhl.com](mailto:postdesk.claims@dhl.com)

[www.dhl.co.uk](http://www.dhl.co.uk)