

ASSURANCE **HOWEVER YOU SHIP.**



Protect your valuable items with DHL transport insurance.

TRANSPORT INSURANCE PROVIDES COVERAGE AGAINST DAMAGE TO YOUR GOODS.



Regardless of how you ship your items, their transport is associated with risks. Despite the care we take for the safety and security of the goods entrusted to us, it is impossible to fully exclude the possibility that they might be damaged – for example because of a traffic accident. Moreover, gaps in coverage between your damage and DHL's liability occur not infrequently. You can close those gaps with transport insurance.

TAKE ADVANTAGE OF THE TRANSPORT INSURANCE SERVICE

When you use our transport insurance service, we insure your items against the risk of damage or loss during transport. You receive indemnification for the material damage even if DHL is not responsible for the occurrence of damage or loss and bears no liability.

Transport insurance from DHL provides insurance coverage that can keep you from having to enter into disputes with suppliers or customers in the event of damage or loss. The transport insurance provider reimburses you for the replacement cost of your goods if they are lost or damaged.

LIMIT THE CONSEQUENCES OF LOSS OR DAMAGE TO YOUR ITEMS.



If your item is lost or damaged, DHL will normally reimburse you up to a maximum amount of €500 at no extra charge, in accordance with the General Terms and Conditions of DHL PAKET/EXPRESS NATIONAL, the General Terms and Conditions of Deutsche Post PAKET INTERNATIONAL as well as the General Terms and Conditions of DHL EUROPAKET (as amended from time to time). You can also insure valuable parcels and express items* against loss and damage above and beyond the amount of regular liability included in the fee.

DHL recommends protecting yourself with the extra coverage transport insurance provides. DHL transport insurance offers coverage against the danger of physical loss of or damage to your goods and documents.

- We broker insurance coverage for the period between handover of the item to DHL until delivery by DHL.
- Transport insurance can be obtained for express items and parcels; certain restrictions may apply depending on the contents of the item.*

Additional information can be found at www.dhl.de or at www.dhl.de/express

* Our General Terms and Conditions restrict certain goods to a maximum value of EUR 500, especially goods that are particularly susceptible to damage or loss such as cash, precious metals, jewelry and securities, for which no ban can be imposed and no invalidating or liability procedure can be conducted (the Valoren II class). Items with a higher value are not transported by DHL. Violations of this restriction inevitably results in the exclusion of any liability and insurance whatsoever. That means that in cases of damage or loss, no indemnification whatsoever will be paid for these kinds of items.

AN OVERVIEW OF THE INSURANCE COVERAGE.

SCOPE OF COVER

The insurance provides compensation for "damage to goods", i.e. items that are damaged or lost during transport.

Coverage is limited to the value of your item, i.e. the cost to replace the item up to an agreed sum insured at the time of collection or posting is covered. Consequential loss/damage, damage due to delayed performance, lost profit, pure financial loss and other indirect loss or damage are not covered by this insurance.

- Transport insurance must be obtained per item. Generally, an item consists of one package/parcel.
- For an express item that consists of several parcels consolidated into a single shipment consisting of multiple parcels, the insurance coverage and the sum insured refers to the entire shipment as a unit.
- In the event of the complete loss of your insured item, you also have recourse to reimbursement for shipping costs; for partial loss, you only have recourse to proportional reimbursement of shipping costs.

TRANSPORT INSURANCE UP TO EUR 2,500 AND EUR 25,000

The transport insurance service for DHL Pakete, DHL Europakete, Weltpakete and express items provides coverage of damage to goods up to EUR 2,500 or EUR 25,000, an amount that you select.

Express items are already insured in part for up to EUR 2,500 without a special agreement and without a surcharge.

Additional information can be found at www.dhl.de

More details on your express items are available at www.dhl.de/express

BENEFIT FROM THE ADVANTAGES OF TRANSPORT INSURANCE.



- **Easily arranged.** Generally, all you have to do is make a check on the shipping label or posting document or the entry on the posting list.
- **Safe and secure shipping.** Transport insurance is the ideal solution for dispatching goods valued at up to EUR 25,000.
- **Fast and comprehensive claims processing.** DHL's competent customer service department works quickly and efficiently with the transport insurance provider and its claims experts in order to reach a fast settlement in cases of loss or damage.

The insurance coverage essentially covers the entire period of transport, and it ensures indemnification in the event of physical loss of or damage to the transported goods, subject to specific limitations and exclusions.

The following damage for example is not covered by the insurance:

- Damage to items that are excluded from transport according to the General Terms and Conditions of PAKET/EXPRESS NATIONAL, AGB Deutsche Post PAKET INTERNATIONAL and AGB DHL EUROPAKET
- Normal damage caused by leaks, normal weight or volume reduction or normal wear and tear of the item
- Damage that arises from negligent or missing packaging or preparation of the item on your part
- Damage as a result of the natural properties of the item, e.g. inherent vice
- Damage that was deliberately caused by you
- Consequential loss/damage, damage due to delayed performance, lost profit, pure financial loss and other indirect loss or damage
- Damage from the use of atomic or nuclear weapons or radioactivity

WHAT MUST BE KEPT **IN MIND** DURING CLAIMS SETTLEMENT.



Your goods are insured in the amount of the replacement costs at the time of collection or posting up to the agreed sum insured. In the event of loss or damage, you must provide evidence of the value of the item.

Here's how you make an insurance claim:

If you want to make an insurance claim in cases of damage or partial loss, notify DHL of the damage immediately after you have assessed the damage, but no later than seven days after the actual or planned delivery of the item in question. Timely dispatch of the notice of claim is sufficient for observing the deadline.

Please direct your notice of claim in writing to the following:

DHL Kundenservice /Service Center
22795 Hamburg

Or by e-mail:

www.dhl.de/kontaktformular for your DHL parcels
www.dhl.de/express/kundenservice for your express items

Do you have other questions about transport insurance? Call us.

Get your transport insurance from DHL. We will ask you the right questions so that you can decide if the insurance coverage we offer is right for you.

For information about parcel dispatch call us at **+49 (0) 180 5 3452255*** or online at www.dhl.de

For information about express items, DHL Express customer service is there for you at **+49 (0) 180 5 345300-1***

Or visit us on the internet at www.dhl.de/express

*14 euro cents per minute or part thereof from a German landline; a maximum of 42 euro cents per minute or part thereof from a German mobile phone network.