

CONDITIONS FOR DHL PAKET/DHL EXPRESS TI SERVICE (CONDITIONS FOR PAKET/EXPRESS TI SERVICE)

1. Coverage (insured risk)

(1) With the Transport Insurance Service (TI Service), Deutsche Post AG, DHL Paket GmbH and DHL Express Germany GmbH (hereinafter jointly referred to as "DHL") offer the sender the option of obtaining insurance coverage for shipments against loss and damage (damage to goods) in the form of indemnification up to the insured amount agreed upon with the sender.

(2) Whenever the liability or the insurance already contained within the product (respective transport service) is not sufficient, DHL recommends protecting valuable shipment contents that are not forbidden with the additional TI Service¹. With the TI Service, coverage for damage to items in parcels² and Express shipments ("shipments") is made available by the insurer – AIG Europe S.A. in Luxembourg – up to the respective amounts agreed upon with the sender.

If the sender opts for the TI Service, the shipment is insured within the framework of the general goods transport insurance of DHL as the insured party and premium debtor; the sender owes DHL payment of the corresponding additional charge.

(3) Within the framework of the TI Service, indemnification is governed according to the following provisions:

- **Period of insurance coverage**
The insurance coverage applies for the entire period of transport, from handover of the shipment to DHL through to delivery.
- **Indemnification even without liability of DHL**
Indemnification for damaged goods in accordance with the insurance conditions, even if DHL is not liable for the event causing damage during transport.

2. Requirements for insurance coverage; additional charge

(1) The TI Service only applies if the sender hands over to DHL parcels or Express shipments in exchange for confirmation of posting in retail outlets or parcels in DHL parcel shops, not, however, at other handover facilities such as DHL Packstations or parcel boxes.

(2) The amount of the additional charge results from the schedule of charges applicable to the respective transport service.

3. Scope of insurance

The insurer provides indemnification for shipments damaged or lost during transport, so-called damaged goods, in accordance with the insurance conditions, the most important provisions of which are presented here in Clause 3 and Clause 4:

- In the event of a total loss, insurance covers the documented value of the shipment at the time of handover or collection, or the amount of loss in value actually incurred in the event of damage or partial loss, but a maximum of up to the insured amount agreed upon.
- The TI Service is agreed upon per shipment. A DHL-Express shipment may consist of one or several packages. For those DHL-Express shipments consisting of several packages (so-called multiple-item shipments), the insurance coverage and the insured amount relate to all of the packages as a whole.
- In the event of the complete loss of the insured shipment, the sender also has recourse to reimbursement for shipping costs; for partial loss, the sender only has recourse to partial reimbursement of shipping costs

4. Insurance exclusions

The following types of damage are not covered by the insurer:

1. Damage caused by missing or faulty packaging or preparation of the shipment caused by the sender
2. Damage to shipment contents excluded by the respective GT&Cs of transport applicable on the day of handover
3. Normal damage caused by leaks, normal weight or volume reduction, or normal wear and tear of the contents
4. Damage that was deliberately caused by the sender
5. Damage as a result of the natural properties of the contents, e.g. internal spoilage
6. Consequential loss/damage, damage due to delayed performance, lost profit, pure economic loss and other indirect loss or damage
7. Damage to shipments that, contrary to Clause 2(1), were not handed over in DHL retail outlets or parcel shops or were not collected as agreed upon

5. Notice of the insurance claim

(1) In the event of loss or damage, the sender must immediately report this to DHL in writing.

For domestic and international parcels:

DHL Paket GmbH
Customer Service
22795 Hamburg, Germany

For domestic Express shipments:

DHL Express Germany GmbH
Customer Service
22795 Hamburg, Germany

For international Express shipments:

DHL Express Germany GmbH
Customer Service
40789 Monheim am Rhein, Germany

Or by email to:

[dhl.de/kontaktformular](https://www.dhl.de/kontaktformular) for your DHL parcels
[dhl.de/express/kundenservice](https://www.dhl.de/express/kundenservice) for your Express shipments

(2) For processing claims, the receipt of posting and suitable documents regarding the contents of the shipment and their value must be submitted (e.g. receipts, bills).

(3) The abovementioned customer service department, and later the service branch for claims management of Deutsche Post AG, will handle processing of the claim on behalf and on account of the insurer.

Information on domestic and international parcel shipping: by telephone at **+49-228-433-3112** or online at [dhl.de](https://www.dhl.de)

Information on domestic and international Express shipping: by telephone at **+49-228-902-435-10** or online at [dhl.de/express](https://www.dhl.de/express)

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¹ The respective applicable General Terms and Conditions restrict the shipment of certain goods, in particular goods that are especially susceptible to damage (valuables). 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 shipments.

² When shipping via DHL Paket International and DHL Paket Connect, transport insurance up to an amount of €500 is already included without additional charge.