



# INSURED FOR EXTRA SECURITY



DHL eCommerce always handles your shipments with the utmost care. However, in case something does go wrong, you can take out insurance for shipments to business addresses and home addresses. This applies to packages and pallets within the Benelux and the rest of Europe. With this insurance, you will receive compensation for the replacement value of the shipment as well as the transport costs. This way, you are insured against damage or loss, with no excess. You can easily take out such insurance for an attractive premium.

## Secured, simple, and fast

These are the main benefits of insurance with DHL eCommerce:

- Complete compensation: you receive the replacement value and transport costs reimbursed.
- Easily arranged: you choose the appropriate insured amount in your shipping tool.
- No excess and a fast claims process.
- One invoice for transport and insurance.
- The recipient signs for receipt of the shipment.

## High value, low weight? Insure your shipment

If you are not insured, you will receive a compensation amount per kilogram in case of damage or loss, based on the law and the general terms and conditions. This amount\* is often much lower than the actual value.

## Insurance per shipment

When you book a shipment, you can easily add the insurance option. You choose the value category:

- Up to €500
- From €500 up to €1.000
- From €1.000

In My DHL Portal (or your own shipping tool), you check the box of your choice. Now the shipment is insured. Good to know: if you choose an insured value of more than

€1.000, you have to fill in the amount to be insured. By the way, you do not have to pay VAT on the insurance premium.

## Always insured?

If you regularly ship valuable products, it may be attractive for you to insure all shipments for an entire year. This way, you benefit from a competitive premium for the full period. Interested? Contact our customer service or your regular contact person at DHL eCommerce.

## Our claims handling

If you have taken out insurance with us and discover damage to or loss of your shipment, report this immediately to the driver or customer service. You will receive a file number, with which you can submit a claim to DHL eCommerce - do this no later than thirty days after the shipping date.

## Conditions and exceptions

- Is the value of your shipment higher than €100.000? Ask for approval in advance with our customer service.
- The packaging of your goods must be suitable for the transport and sorting process.
- Intellectual value, consequential damage, and returns cannot be insured.
- This insurance does not apply to envelopes and mailbox packages.

Would you like to go through the full policy conditions? Check them [here](#).

## WANT TO KNOW MORE?

For more information, you can contact our customer service at **088 345 43 00** or your regular contact person at DHL eCommerce.



\*The maximum compensation is €3,40 per kg for transport within the Netherlands (according to Book 8 of the Civil Code, Article 1105 and decision per Article 1105) and 8.33 SDR per kilo for transport across borders (approximately €10 per kg, according to CMR).