

DHL PARCEL BENELUX

EXTRA ASSURED ADDITIONAL TERMS & CONDITIONS

If this service is used, the following terms and conditions apply.

- 1** All rights to remuneration are void if any of the following terms and conditions are not met:
 - In the event of damage, a written report must be submitted to DHL within seven days of receipt of the parcel;
 - In the event of loss, a written report must be submitted to DHL within fourteen days of shipment of the parcel;
 - Full cooperation is granted to the handling of the case of damage;
 - At DHL's request, all relevant documents must be handed over;
 - The customer has met the other obligations of the transport contract.
- 2** If the items with visible damage were delivered without the addressee making a written reservation to DHL, then DHL is considered to have delivered the items in the same state as the one in which DHL received them.
- 3** DHL will reimburse the value of the items up to a maximum of €500 per shipment. The value of items conforms to the market value of the items of the same age, and in the same physical condition, at the time and location of the transport. In the event that the items shipped were used items, no remuneration will be paid out for wear and tear such as scratches, dents, rust, loss of color, etc. DHL will never provide remuneration for consequential damage.
- 4** DHL is not responsible for the contents of the parcel. If the parcel contains items other than the items stated on the waybill or otherwise agreed between the shipper and receiver, then this will not result in any remuneration from DHL.
- 5** DHL will not provide remuneration for damage caused by:
 - Delays; Consequential damage;
 - Inherent vice, inherent defects, or the type and nature of the items;
 - Decay caused by delay;
 - Inadequate packaging;
 - Apparent fault or negligence on the part of the customer;
 - Earthquakes, flooding, or storms (wind speeds of at least 14 meters per second);
 - War risk, strike risks, terrorism, and nuclear reactions (see Further descriptions*);
 - A misrepresentation or untrue statement being made with regard to the processing or reporting of a claim for compensation, no matter the cause thereof;
 - Any other cause attributable to the client (or someone acting on their behalf).

**Further descriptions:*

- *War risk: war and acts resembling war, civil war, revolution, and insurrection.*
- *Strike risk: acts of violence committed in connection with strikes, lockouts and labor disturbances, acts of violence committed for political reasons, riots, revolts, and local disturbances.*
- *Terrorism: violent acts and/or behavior in the form of an attack or a series of attacks that are linked with regard to timing and objective and in which it can be assumed that this attack or series of attacks – whether or not in any organized context – has been planned and/or executed with a view to achieving certain political and/or religious and/or ideological objectives.*
- *Atomic reaction: Any nuclear reaction that releases energy, such as nuclear fusion, nuclear fission, or artificial and natural radioactivity.*