



# TRANSPORT INSURANCE

All your Parcel shipments are subject to the General Conditions of Transport 2002 (within the Netherlands) or the CMR Convention (for cross-border transport), which places a limit on the compensation for damage or loss\*. For greater peace of mind, you can take out transport insurance for more valuable shipments.



\* The maximum compensation is € 3.40 per kilogram within the Netherlands (in accordance with the General Conditions of Transport 2002) and 8.33 SDR per kilogram for cross-border transport (around € 10 per kilogram, in accordance with the CMR).

## GREATER SECURITY

When you ship with DHL Parcel, you can take out transport insurance for your valuable goods. For an attractive premium and zero deductible, you will be covered against damage or loss. This offers you greater security. Although DHL Parcel takes the greatest possible care in handling your shipments, there may be occasions when things go wrong. In such cases, the transport insurance policy will pay the replacement value of the lost or damaged goods as well as the transport costs.

## TAKING OUT TRANSPORT INSURANCE

You can take out transport insurance when you book your shipment; simply tick the 'insure' option in the DHL shipment application, and enter the value to be insured.

### Premium

The insurance premium is equal to 0.75% of the value of the goods to be insured, with a minimum of € 10 per shipment. If the value of the goods exceeds € 100,000, please contact our customer service for permission prior to booking the shipment.

Greater convenience and benefits: if you wish to take out transport insurance for all your shipments, please contact our customer service or your regular DHL Parcel contact person. You can then take out a one-off transport insurance for one year, and perhaps receive a discount on the premium.

### Conditions and exceptions

- The packaging of your goods must meet the requirements for the transport and sorting process
- Intellectual property value is not covered
- Consequential damage is not covered
- The policy conditions are available on request

### What to do in case of damage or loss?

If your goods are damaged or lost during transport, please report this to the driver or customer service right away. You will be given a file number which you can use in the claim you submit. Claims must be submitted to DHL Parcel within thirty (30) days of the shipping date.

## YOUR MAIN BENEFITS:

- Greater security: you know that your shipment is sufficiently covered, and you can rest assured that any damage or loss will be reimbursed
- Simple: simply tick the 'insure' option if you are preparing your shipment via the DHL shipping application
- Fast claims handling: our claims department will handle your file quickly and efficiently
- No deductible
- One invoice for transport and insurance



### MORE INFORMATION

For more information, please contact your regular DHL contact person or our customer service on 088-3454300 or visit [dhlparcel.nl/en/business/support](https://dhlparcel.nl/en/business/support).