



ASSURED OF EXTRA SECURITY



DHL eCommerce always handles your shipment with care. But just in case something does go wrong, you can take out insurance for your package to friends, family and acquaintances in the Netherlands and the rest of Europe: from your aunt on Terschelling to your pen pal in Porto. This insurance reimburses the replacement value of the shipment as well as the transport costs, up to €500. This way you are insured against damage or loss without a deductible. You can take out this insurance in no time at an attractive premium.

Safe, easy and fast

These are the main advantages of insurance with DHL eCommerce:

- Complete certainty: you get the replacement value and transport costs refunded, up to €500.
- Easily done: only one checkmark is required when creating your shipment online. Or arrange it easily via the website or a counter clerk at a DHL ServicePoint.
- No deductible and fast claim processing.

High value, low weight? Insure your shipment

Even if you're not insured, we'll give you limited compensation for damage and loss - you're entitled to the amount based on the law and our general terms and conditions.* With our insurance, you will get more compensation.

Just tick the box

Insuring your shipment is a breeze. When creating your label, check the box 'Insurance up to €500,' and your shipment is insured. You can also arrange it via the [website](#) or via a desk clerk at a DHL ServicePoint.

This is how we solve issues

Have you taken out insurance with us and your shipment is damaged or lost? Please report this to our customer service immediately. You will receive a tracking number with which you can file a claim with DHL eCommerce. In case of damage, do this in writing, at the latest within seven days after receipt of the parcel. Package lost? Make the written claim within 14 days after you sent the parcel.

Good to know

In the event of damage or loss, we will reimburse the replacement value of your shipment plus transportation

*The maximum fee is €3,40 per kg for transport within the Netherlands (in accordance with Book 8 of the Dutch Civil Code, [article 1105](#) and [decision pursuant to article 1105](#)) and 8,33 SDR per kilo for transport cross-border (approximately €10 per kg, in accordance with CMR).

costs up to a maximum of €500. The amount you get back corresponds to the value of a comparable product, in terms of year of manufacture and external condition. In addition, the following conditions and exceptions apply:

- The packaging of your parcel must be suitable for the shipping and sorting process.
- Intellectual value, consequential damage and returns cannot be co-insured.
- This insurance does not apply to envelopes and letterbox packages.
- Your Insured Parcel can only be handed in and scanned by a desk clerk at a DHL Service Point - not at a DHL locker or scan kiosk. If your insured parcel only had a collection scan at a DHL eCommerce locker or self-scanning kiosk, it does not meet the requirements for insurance coverage. This means that you cannot claim compensation for damages or loss.
- Among other things, DHL will not compensate damage caused by:
 - delay
 - consequential damage
 - spoilage due to delay
 - insufficient packaging
 - own negligence
 - exceptional circumstances, such as wars and natural disasters

Would you like to read more about the above and other conditions? Let us know and we'll send you the full policy terms and conditions.

WANT TO KNOW MORE?

For more information, you can contact our customer service. Reach out to us through [dhlecommerce.nl/en/consumer/support](https://www.dhlecommerce.nl/en/consumer/support).

