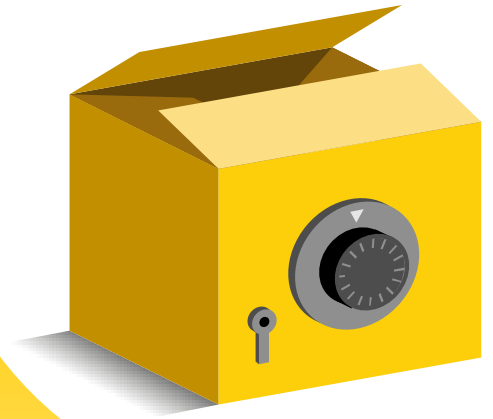




INSURED OF ADDED SECURITY



DHL eCommerce always handles your shipments with the utmost care. But just in case something does go wrong, you can take out insurance for shipments to business and home addresses. This applies to packages and pallets within the Benelux and the rest of Europe. The insurance reimburses the replacement value of the shipment as well as the transportation costs. With our insurance you are covered for damage or loss, without any excess. It is very easy to take out our insurance, at an attractive premium.

Secure, simple and fast

Here are the main benefits of a DHL eCommerce insurance:

- Full compensation: you are reimbursed for the replacement value plus transportation costs.
- Easily arranged: you choose the correct insured amount yourself in your shipping tool.
- No deductible.
- Fast claim processing.
- 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, the compensation in the event of damage or loss, is an amount per kilo, according to the law and the general terms and conditions. This amount* is in most cases much lower than the actual value.

Insurance per shipment

When you book a shipment, you can take out insurance very easily. You choose the value category yourself.

- Up to €500
- From €500 up to and including €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 enter the insured amount yourself. You do not pay VAT on the insurance premium.

*The maximum fee without insurance 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).

Always insured?

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

Our claims service

Have you purchased insurance with us, and notice damage to, or loss of your shipment? Please report this to the driver or customer service immediately. You will be given a tracking number, which you can use to submit a claim to DHL eCommerce - please do so within 30 days of the shipment date.

Conditions and exceptions

- Does the value of your shipment exceed €100,000? If so, please discuss this with our customer service in advance.
- 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 letterbox packages.

Would you like to review the full policy terms and conditions? You can find them [here](#).

WOULD YOU LIKE TO KNOW MORE?

For more information, please contact our customer service team on **088 345 43 00** or your regular contact at DHL eCommerce.

