



# CLAIMS NETHERLANDS

As your logistics partner, we take the utmost care with your shipments but things can sometimes go wrong. A shipment can be lost or damaged. In such cases, it's good to know what you can do.

## REPORTING DAMAGE OR LOSS

### Visible shipment damage

The recipient should report the damage to the delivery driver upon acceptance of the shipment. The recipient then signs for a damaged shipment and the addressee reports the damage to you. As the sender, please inform DHL eCommerce Customer Service no later than 5 business days after delivery via My DHL Portal, email, chat, or phone.

### Non-visible shipment damage

The contents of a shipment can sometimes be damaged in transit, even though this is not visible from the packaging. As the sender, please inform DHL eCommerce Customer Service no later than 5 business days after delivery via My DHL Portal, email, chat, or phone.

### Lost shipment

Please report lost items within 30 days via My DHL Portal, email, chat, or phone.

## INFORMATION REQUIRED TO PROCESS YOUR REPORT:

- Shipment number and/or case number
- For visible or non-visible shipping damage: photographs of damaged goods, a clear photograph of the packaging, and a description of the contents
- For a lost shipment: a description of the contents and packaging
- Weight of the lost or damaged goods
- Copy of the purchase invoice

## WHAT HAPPENS NEXT?

Once DHL eCommerce receives your report and any related information, it will be investigated by customer service. We strive to complete investigations within 5 business days of receipt.

## OUTCOME OF INVESTIGATION

Customer Service will inform you of the results of the investigation in writing via email or My DHL Portal. If we cannot track the shipment or if we caused the damage to your shipment, you are entitled to a full or partial award of the claim. If the shipping damage or loss was not caused by us, the claim will be rejected.

## WHAT COMPENSATION AM I ENTITLED TO?

If your claim is partially or fully upheld, you will receive financial compensation from DHL eCommerce. Compensation will not be granted for rejected claims.

If you are entitled to compensation, the amount depends on the following:

1. If you did not insure your shipment via DHL eCommerce, the legal liability applies. For DHL eCommerce's liability, please refer to the [General Terms and Conditions](#) on our website.
2. If your shipment is insured through DHL, the claim will be processed in accordance with the insurance terms and conditions.

## HOW DO I INSURE MY SHIPMENTS?

If you are sending valuable shipments to a consumer or business address, use the "Insurance" option. Want to know more about insurance? Click [here](#) or get in touch with your DHL eCommerce contact.

## CONTACT DETAILS DHL ECOMMERCE CUSTOMER SERVICE

Email: [backoffice.arn@dhl.com](mailto:backoffice.arn@dhl.com)

Phone: 088-345 43 00

[Chat with Tracy](#)