



IMPORTANT INFORMATION - See DHL website (www.dhl-usa.com) for complete rules and regulations.

LIABILITY FOR LOST AND DAMAGED DOMESTIC SHIPMENTS: In accordance with DHL's Terms and Conditions, DHL's liability for lost or damaged domestic shipments is limited to \$100.00 per shipment or the actual cash value of the shipment, whichever is less.

LIABILITY FOR LOST AND DAMAGED INTERNATIONAL SHIPMENTS In accordance with DHL's Terms and Conditions, where the Warsaw Convention applies DHL's liability is limited to approximately \$20.00 per kilogram for each piece that is lost or damaged, not to exceed the actual value of the goods. Where the Warsaw Convention is not applicable, DHL's liability is limited to \$100.00 per shipment or the actual cash value of the shipment, whichever is less.

LIABILITY NOT ASSUMED: (Consequential Loss) DHL shall not be liable in any event for any special, incidental, or consequential damages, including but not limited to loss of profits or loss of income, whether or not DHL had knowledge that such damages might be incurred.

"Shipper" is described as the one who signed the DHL waybill and agreed to the Terms and Conditions on your behalf and on behalf of anyone else with an interest in the shipment. The shipper must file the claim.

If you are a manufacturer or a supplier, the amount of the claim should be the wholesale or manufactured cost (i.e., your cost) not the retail value of the item.

Notice of loss or damage must be made to DHL within the following time frames:

- a. All loss/damage claims for international shipments must be submitted in writing to DHL within thirty (30) days from the date that DHL accepted the shipment, failing which DHL shall have no liability whatsoever.
 - Claims for international inbound shipments to the U.S. will need a release from the DHL origin and the shipper before the claim can be processed in the U.S. DHL will obtain that release.
- b. All loss/damage claims for domestic U.S. air shipments must be submitted in writing to DHL within ninety (90) days from the date that DHL accepted the shipment, failing which DHL shall have no liability whatsoever.
- c. All loss claims for @home shipments must be submitted in writing to DHL within ninety (90) days from the date that DHL accepted the shipment, failing which DHL shall have no liability whatsoever. All damage claims for @home shipments must be submitted in writing within fifteen (15) days of delivery of the shipment, failing which DHL shall have no liability whatsoever.
- d. All lost claims for ground shipments must be submitted in writing to DHL within nine (9) months after the delivery of the shipments, except that claims for failure to make delivery must be submitted in writing within nine (9) months after a reasonable time for delivery has elapsed, failing which DHL shall have no liability whatsoever. All concealed loss or damaged claims for ground shipments must be submitted in writing within fifteen (15) days of after delivery of the shipments, failing which DHL shall have no liability whatsoever.

A claim for loss or damage to a shipment cannot be concluded until all transportation charges thereon have been paid. The amount of a claim cannot be deducted from transportation charges.

All damaged merchandise and packaging must be retained in the original shipping container at the receiver's location in order that DHL may make inspection thereof.

Send your claim to either address, fax or email listed below:

DHL Express
PO Box 60428
Phoenix, AZ 85082

DHL Express
Attn: Claims Department
1144 W. Washington St
Tempe, AZ 85281

Fax number (480) 636-2451

Email Address DHL.CargoClaims@dhl.com

By following these instructions, you will assist us in expediting your claim. Thank you for your cooperation.