



## Filing a cargo claim: Instructions

A Cargo Claim is intended for situations when a shipment was lost, damaged, or partially delivered. Claims for Loss/Damage must be submitted by the party that owns the claim rights (usually the shipper); else written authorization from that party (termed a "release") is submitted with the claim. A claim is filed by completing the DHL Claim Form and returning it, along with the required documentation, to the email address below:

[DHL.CargoClaims@dhl.com](mailto:DHL.CargoClaims@dhl.com)

### Special note on damage claims:

A claim for damage may require an inspection of the shipment and its packaging. Inspections are completed on shipments covered by Shipment Value Protection values at \$500 or more; however, DHL Express reserves the right to inspect any shipment of any value when evaluating a damage claim. Please contact DHL at 1-800-CALL-DHL (1-800-225-5345) to arrange for a damage inspection. An inspection should be done at the original delivery location. Failure by the consignee to retain the original shipment and packaging at the original delivery location, or the failure to make said items available for inspection may invalidate the claim.

### Steps to file a cargo claim

1. Complete and submit the Claim Form to DHL. It is preferable to have the form filled out electronically. However, if this is not possible, please ensure writing is legible. If you require additional space to detail the items claimed, please attach separate sheet(s) as needed.
2. Include all supporting documentation. The documentation required is outlined and specified on the Claim Form and varies depending on the claim type (damage claims require additional items). Providing all the documents specified will allow for resolution of most claims within thirty calendar days. However, DHL Express reserves the right to ask for additional paperwork in certain circumstances. As an example, requests for Loss/Damage Cargo Claims must be submitted by the party that owns the claim rights (usually the shipper); else written authorization from that party (termed a "release") is required.
3. Include photographs if the item is damaged. Photographs should include pictures of the item(s) themselves, as well as any internal and external packaging materials.
4. Review all documentation to ensure accuracy and completeness. Incomplete, inaccurate, or illegible documentation could delay your cargo claim and result in possible denial.
5. Written notification of claim resolution will be mailed to the claimant's address as specified on the DHL Claim Form.

### When processing a claim, DHL follows the appropriate Terms and Conditions of Carriage.

The Terms and Conditions of Carriage outline the time limits for filing a cargo claim and DHL's maximum limit of liability. The Terms and Conditions of Carriage can be reviewed below as well as on the back of the airway bill. If viewing online please be sure to choose the document corresponding to the service type used on the original shipment.

[View service conditions](#)



### DHL Customer Claim Form

Waybill Number	Account Number	Claimant's Reference Number (optional)
Pickup Date	Delivery Date	Total Weight at Time of Collection (lb)
		Missing or Damaged Portion Weight (lb)

Who is Claiming (all correspondence to be mailed to claimant address)

Claimant's Contact Name (print):	Please check which applies Shipper <input type="checkbox"/> Receiver <input type="checkbox"/> 3 <sup>rd</sup> Party <input type="checkbox"/>	Tel No.:
E-Mail address:	Fax No:	
Claimant Company Name	Claimant Address	City
		State
		Zip

Shipper's Name	Shipper's Address	City	State	Zip
Consignee's Name	Consignee's Address	City	State	Zip

Claim Information and checklist of documents needed. Please select only one of the following:

**Lost** (*Shipment not delivered*)  **Missing Contents** (*Shipment delivered with missing contents*)  
All items below **must** be attached to process the claim:

- Copy of the waybill, if available.
- Documentation supporting the amount claimed- e.g. a vendor/supplier invoice and a retail invoice.
- If item was purchased or sold via the Internet, documentation of that transaction is required.
- Serial numbers, identifying marks, or other information unique to the specific item(s) claimed.

**Damaged** (*Physical damage sustained to the contents of the shipment*)  
All items below **must** be attached to process the claim:

- Copy of the waybill, if available.
- Documentation supporting the amount claimed- e.g. a vendor/supplier invoice and a retail invoice.
- If item was purchased or sold via the Internet, documentation of that transaction is required.
- Repair invoice or salvage report, if applicable.
- If not repairable, a statement from a repair technician confirming the non-repairable condition.
- Photographs of the damaged item(s) and packaging (please include both inner and outer packaging)

**Other** (Service Guarantee)

Was Shipment Value Protection requested? <input type="checkbox"/> YES <input type="checkbox"/> NO Amount \$ _____	Serial Numbers or Identifying Marks	Number of Units Lost or Damaged	Claim Amount
Detailed Description of lost or damaged items ( <i>if additional space is required please attach separate sheet</i> )			
		Merchandise Total	
Additional Amounts Claimed (Please Specify)		Additional Amount	
		<b>Total Claim Amount</b>	
		\$	

Claimant hereby certifies that the foregoing statement of facts is true and accurate.

Claimant's Signature <b>X</b>	Date:
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