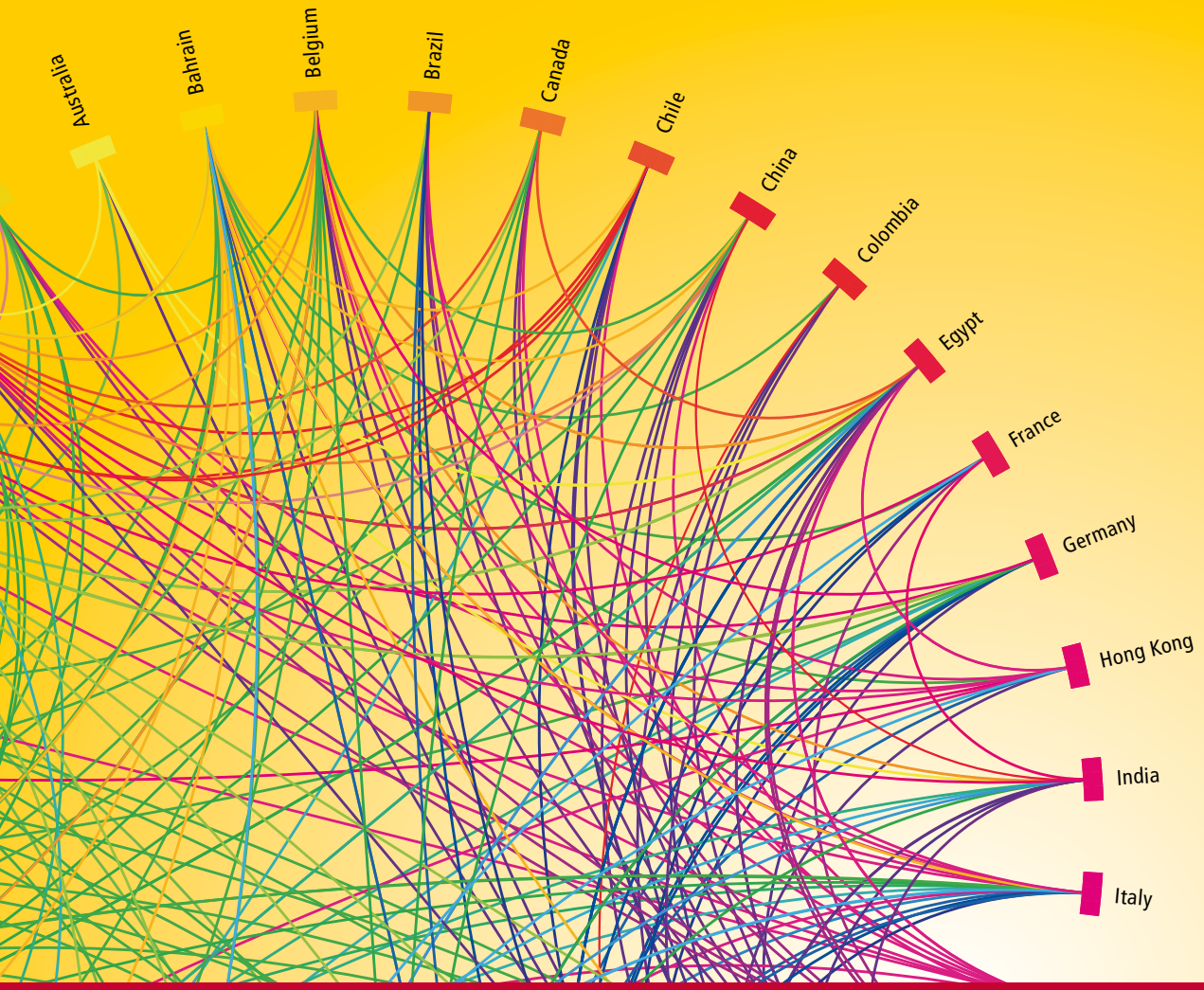

WITH DHL CARGO INSURANCE YOU'RE FULLY COVERED.

Read on »

Request a quote next time you book.

EXCELLENCE. SIMPLY DELIVERED.

DHL GLOBAL FORWARDING

ARE YOU FULLY COVERED?

Should something go wrong when you're shipping goods, locally or internationally, the compensation to which you are entitled is normally calculated against a 'standard' liability clause.

This might be less than you think.

- **Are you fully covered?**
- What's the simplest solution
- How our cargo insurance protects you
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PROTECTING YOUR CARGO AND BUSINESS

It is standard practice for carriers (airlines, shipping lines, freight forwarders) to limit their liability by assessing damaged or lost cargo by weight or shipment count, not value. So in all likelihood, the compensation you receive could be considerably less than the commercial value of your goods.

Additionally, the carrier will only agree to compensation if you can establish they were at fault. This process can prove to be time consuming, frustrating and potentially very expensive.

Furthermore, 'acts of God' – which include storms, flooding, lightning strikes and derailments – are generally not covered.

MAKE SURE YOU'RE COVERED

It couldn't be simpler to enjoy the peace of mind that comes with DHL CARGO INSURANCE. Just ask for a quote when booking your next shipment.

You can also find out more by contacting your local sales representative. They will help you choose the right insurance cover based on your business requirements.



WHAT'S THE SIMPLE SOLUTION?

Cargo Insurance. For a competitive premium, DHL CARGO INSURANCE will cover your freight against physical loss or damage from any external cause.

The benefits of DHL CARGO INSURANCE are:

- A simple process for claims and payment
- It's easy to arrange when you're booking a shipment
- It's highly flexible so you can insure one shipment or arrange an annual premium
- A low cost that is typically less than 1% of Cargo and Freight value
- Full cover including 'Acts of God' for the value of your goods and transportation charges
- No excess, just one single premium
- Underwritten by Chartis, one of the world's largest insurers

Are you fully covered?

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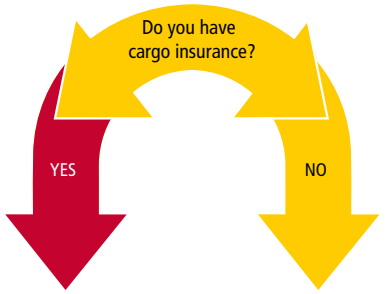
HOW OUR CARGO INSURANCE PROTECTS YOU

Consider this example, of a box of goods weighing 120 kilos and worth €24,000 costing €1,000 to transport.

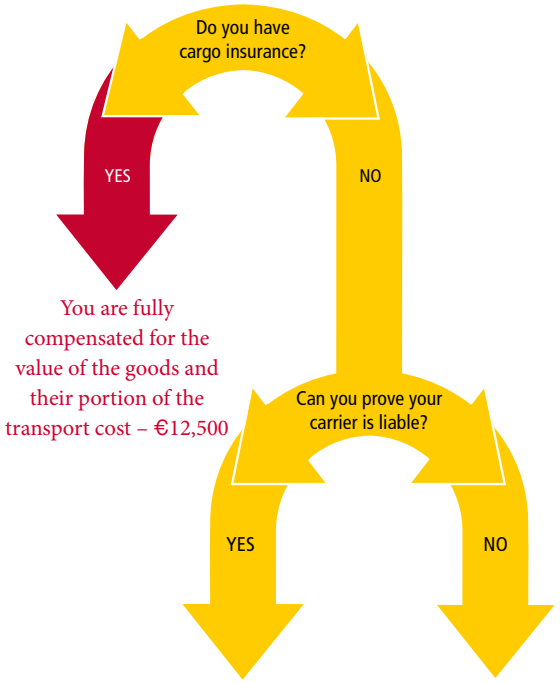
Fire at warehouse caused by lightning strike destroys goods



You are fully compensated for the value of the goods and their portion of the transport cost – €25,000

'Act of God' no guaranteed compensation*

Vehicle accident in transit ruins half of the goods



You are fully compensated for the value of the goods and their portion of the transport cost – €12,500

Compensation limited by carrier's standard liability clauses, for 60kg of any goods - limited compensation

No guaranteed compensation*

*No guaranteed compensation: within standard terms and conditions there may be other liability clauses, that would entitle you to claim in these circumstances.

MAKE SURE YOU'RE COVERED

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Find out more by contacting your local sales representative. They will help you choose the right insurance cover based on your business requirements.

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GET STARTED

DHL CARGO INSURANCE has the flexibility to match your needs. We can arrange insurance in the following formats:

Type	Description	Customer benefit
Ad-hoc	Cover for a specific shipment.	This is ideal for new and existing customers who don't need insurance cover all of the time, but require further peace of mind for a specific shipment.
Multiple	Exactly what you need if you have a project moving a fixed number of shipments over a defined period of time.	Economies of scale for the insurance cover purchased, plus a reduction in administration time and protection for the entire project.
Annual	A yearly premium that will be applied to all your shipments over the course of one calendar year.	Enjoy permanent security, providing maximum insurance cover and minimal administration.



You can also find out more on DHL CARGO INSURANCE by contacting your local sales representative.

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POLICY SUMMARY

The cover is provided by way of a policy issued by Chartis Insurance.

The information shown here is only a summary of what is covered by DHL'S CARGO INSURANCE. It does not form part of the contract between you and DHL. A copy of the policy document can be forwarded to you upon request.

Significant features and benefits. The insurance provides compensation, subject to the terms of the Policy Document, in the event of loss or damage from an external cause to your shipment whilst in transit during the period from when DHL is in control or possession of such shipment until the time of delivery. It is your responsibility to disclose to DHL before the contract is concluded, all material facts and circumstances in relation to the cover which are known to you or which ought to be known by you. If you fail to make such disclosure, the insurer may avoid the contract.

Exclusions. The insurance cover contains exclusions not limited to the following:

- Ordinary leakage, loss in weight or volume, or wear and tear of the shipment;
- Loss, damage or expense caused by insufficiency or unsuitability of packing or preparation of the shipment;
- Consequential losses, loss of profit or interest, any indirect losses are excluded;
- Loss, damage or expense caused by inherent vice or nature of the shipment;
- Loss, damage or expense attributable to the wilful misconduct by the insured or its agents;
- Loss, damage or expense caused by delay; or
- Loss, damage or expense arising from the use of any atomic or nuclear weapon or radioactivity.
- Temporary restrictions may apply as a consequence of but not limited to; government advice, nuclear, political, terrorist and war risks.

Basis of loss settlement. Cover is limited to the actual value of goods declared by you. Evidence may be requested to substantiate the declared value in the event of a claim. In the event of total loss of your insured shipment, you will also be entitled to a refund of the freight charge. In the event of a partial loss, you will be entitled to a refund of the relevant proportion of the freight charge. There is no excess or deductible applicable to this insurance.

How to make a claim. If you wish to make a claim, you should always notify DHL as soon as practicable, but in any event, no later than 30 days following actual or scheduled delivery whichever is earlier. Claims should be made to the local DHL Global Forwarding office.

Deutsche Post DHL – The Mail & Logistics Group

