

Complaints and claims settlement

DPD Webparcel parcels

DPD BeLux – version 27/03/2020

Who are we?

DPD (Belgium) NV, with enterprise number BE 0449.294.102 and with registered offices in B-2800 Mechelen, Egide Walschaertsstraat 20, tel. +32 15 40 60 00

DPD (Luxembourg) sàrl, with ICLB number LU 157 15469 and with registered offices in L-3235 Bettembourg, 6, Z.A.E. Krakelshaff, tel +352 39 53 39

Acting jointly under the name DPD BeLux, mainly from the depots in Mechelen, Aalter, Kortrijk, Courcelles, Flémalle and L-Bettembourg.

DPD TRACKING for everyone

If your query relates to the current status of a parcel, DPD provides everyone with the possibility of checking the status and history (route) of a parcel number online via the link on the upper right-hand corner on the website www.dpd.be and www.dpd.lu. If this information is not sufficient and you have other questions or complaints, it is important to make a distinction between the following.

Who are you - recipient (consignee) or sender (shipper, consignor)?

1. You are the **recipient (addressee)** of a dispatch for which the request to DPD was not placed by you but by your supplier, the sender, who in this case has concluded an agreement with DPD.

a) You have questions about a parcel dispatch:

Every parcel has a unique parcel number and barcode. If the information via DPD Tracking is not sufficient, you can contact our customer service, using the dedicated web link <https://dpdbelux.secure.force.com/web2case/Web2CaseForm?lang=ENG&src=r>

Using this tool, you can:

- Ask for information
- Change the day of delivery
- Change the place of delivery
- Delivery in a Pickup Parcelshop
- Give you permission to deposit a parcel
- Neighbours delivery
- Pickup in warehouse

In the case of problems you can contact our customer service department by telephone. We are ready to help you between 8 am and 6 pm:

DPD Belgium	070 222 222 (€ 0,30 per minute)
DPD Luxembourg	+352 39 53 39 27

If your parcel is damaged or lost, DPD recommends to contact your supplier, the sender. As a contracting party, he has a legal relationship with DPD and is aware of the services and procedures concerned.

- b) If your complaint is not linked to a specific dispatch or parcel, you can contact our services by e-mail to management.care@dpd.be (Belgium) or management.care@dpd.lu (Luxembourg).

Complaints connected to the behaviour of transporters or damage to property are sent on to the person responsible for transport.

If there is a well-founded reason to dispute the decision of our customer service department, please refer to the conciliation procedure below.

2. You are a **shipper with DPD**, i.e. the party that has concluded an agreement with DPD (usually the **sender**).

Your complaint will probably be linked to a specific dispatch or package with a unique parcel number and barcode. If the information on the website www.dpd.be or www.dpd.lu is insufficient, our customer service department is ready to help you between 8 am and 6 pm:

DPD Belgium	DPD Luxembourg
Tel.: 078 15 25 05 (zonal rate)	+352 39 53 39 20
E-mail: webparcel@dpd.be	webparcel@dpd.lu

Your query or complaint should preferably be handled by the DPD entity of dispatch. DPD may be obliged to call on the services of a regional dispatch depot, a foreign partner, a Pickup Parcelshop or a subcontractor to obtain the desired information.

Treatment by Customer Service Department DPD

A. Procedure - insurance

DPD BELUX deals with damage and loss in connection with the parcels entrusted to it according to the DPD Web Parcel general conditions and the legislation in force. Moreover, DPD is bound by clear agreements with regard to transport and claim settlements with its international partners. In principle, claims settlements are dealt with by the DPD entity of dispatch whereby if necessary a claim is made against the partner where the damage occurred. DPD is the central point of contact in the case of any incidents with its subcontractors.

A claims settlement procedure must always follow strict regulations which require a number of supporting documents. DPD reserves the right to refuse payment of any claims if the sender refuses to hand over the required supporting documents. For limitations to DPD's liability, please refer to the general conditions which can be viewed on the website (see footnote). It is furthermore necessary to make a distinction between the headings set out below.

B. Types of damage or loss

I. Hidden / invisible damage

Definition: Hidden or invisible damage is any damage to the delivered goods that was not noticed before the parcel was opened.

How to proceed

- (a) The recipient immediately notifies his supplier/sender.
- (b) The sender has a **period of 7 calendar days** to notify DPD of the damage. The date of delivery counts as day one. This should be done **in writing** to the aforementioned e-mail address, indicating the parcel number, the full address of the recipient, a description of the contents and the value and weight of the parcel, with relevant photographs.
- (c) The damaged goods must be kept in their **original packaging** until the claim has been settled. This is necessary as it is **possible** that DPD will collect the damaged goods from the recipient for examination.
- (d) DPD shall inform the sender about the progress of the investigation and the final result.

II. Visible damage or partial loss

Definition: Visible damage is the damage to goods that was clearly visible from the outside of the parcel before the parcel was opened. (Damaged parcel which was repacked by DPD when the parcel was on its way is regarded as visible damage)

How to proceed

- (a) The recipient notes the damage when signing for receipt.
- (b) The sender must report this immediately after delivery **in writing** to the aforementioned e-mail address, accompanied by the order confirmation, indicating the parcel number, the full address of the recipient, a description of the contents and the value and weight of the parcel, with relevant photographs.
- (c) The damaged goods must be kept in their **original packaging** until the claim has been settled. This is necessary as it is **possible** that DPD will collect the damaged goods from the recipient for examination.

(d) DPD shall inform the sender about the progress of the investigation and the final result.

III. Loss and/or doubts about the signature

(a) The **sender** must report the loss/doubts about the signature of the parcel **in writing** and, within 90 days of receipt by DPD, inform DPD at the aforementioned e-mail address, accompanied by the order confirmation, indicating the parcel number, the full address of the recipient, description of the contents and value and weight of the parcel.

(b) → In addition, the **recipient** must confirm in writing that he never received the parcel and that he does not recognise the signature.

(c) DPD informs the sender about the progress of the investigation and the final result.

IV. Other complaints

For complaints which do not come under any of the above headings, our customer service department will refer you to other specific departments within DPD.

Complaints processing by DPD's claims settlement department

1. After a claim for damage has been declared as admissible by DPD, it is sent to the internal claims settlement department which will deal with the case together with the insurer. From that point on, the communication is done by claimscenter@dpd.be (BeLux department).

If the person concerned is entitled to compensation, in addition to a refund of the transport costs, compensation for loss or damage is awarded calculated on the basis of the actual value of the goods

- a) If no additional DPD insurance is agreed (optional in sending process), with a maximum, in accordance with the CMR, based on the value per kilogram of the weight of the lost or damaged goods x 8.33 x SDR (Special Drawing Rights), depending on the determination made by the International Monetary Fund. This amounts to approximately €9 per kilogram.
- b) If an additional DPD insurance is agreed (optional in sending process), with a maximum of € 520.

Depending on the case, the following documents are requested to complete the file:

- The order confirmation of invoice Web Parcel, which also makes clear that an additional insurance was agreed or not. Eventually a declaration of non-insurance by a third party will be asked.
- A copy of the customer's invoice , i.e. the supply invoice in the name of the recipient with proof of the **value and weight** of the shipment;
- For professional shippers: an original invoice addressed to DPD regarding the damage/loss that has occurred (one invoice per case, claims can't be bundled). The amount is determined in consultation with DPD according to the calculation method mentioned above;
- Insofar as the proof of receipt by the DPD network cannot be ascertained from the track and trace history: the acknowledgment of receipt by a Pickup Parcelshop;
- In the event of loss, a written declaration of the recipient that neither himself nor anyone else received the parcel at the address of destination.

2. DPD must complete a number of formalities such as the right of reply of its subcontractor. The claim processing period is on average about twelve weeks if all the documents have been

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All DPD performances are subject to the DPD Webparcel general terms and conditions. Art. 6 refers to this procedure. The most recent version of the GTC is available on www.dpdwebparcel.be and www.dpdwebparcel.lu

submitted on time. DPD opposes the setting off of its invoices for services provided against invoices relating to claims for damages and will, after approval, pay the compensation itself.

3. DPD may refuse to consider a complaint if it relates to facts which occurred more than one year before the complaint was submitted.

Conciliation procedure

DPD BeLux wants to exclude any misunderstandings when dealing with complaints and claims for damage.

If the interested party does not agree with the first decision, he is able to ask DPD for a second opinion.

The documents relating to the complaint, with an indication of the parcel number, the identity of the interested party and his/her reasons can only be submitted to DPD via secondopinion@dpd.be or secondopinion@dpd.lu.

Our departments will if necessary reopen the case and examine whether or not there has been any shortcoming when the first complaint was treated. A response will be drawn up with an explanation as to either why the earlier decision has been confirmed or to what extent the decision will be re-examined if there are grounds for doing so within 20 working days from the receipt of the required documents.

N.B. Complaints which are not in the first instance dealt with by the authorised customer service department and/or if no justification is provided for the contested decision shall be regarded as inadmissible for a second opinion. Moreover, only duly and properly reasoned claims shall be taken into consideration.

Mediation

If the conciliation procedure with DPD does not lead to the desired resolution, the complainant has the right to contact by letter, fax, e-mail or in person the Mediation Services (Ombudsman – Service de médiation), an independent government service and professional appeals board,

In Belgium:

Mediation Service for the postal sector (OMPS), Koning Albert II-laan 8 bus 4 - 1000 Brussels, tel.: +32 2 221 02 20 (N/E), +32 2 221 02 40 (D) or +32 2 221 02 30 (F), e-mail: info@omps.be (N/D/E) or info@smspo.be (F), website: <http://www.omps.be>, which was legally set up by the Act of 21 March 1991.

In Luxembourg:

Institut Luxembourgeois de Régulation, Rue du Fossé 17, L-1536 Luxembourg, tel.: +352 28 228 229, website: www.ilr.lu, authorised for this purpose by the Act of 22 December 2012, art. 15.

Only written complaints can be accepted. However, complainants may approach the ombudsman department in person in order to be duly informed about his/her interests or to follow up an existing case.

Complaints may only be admissible if it can be shown that the necessary steps were first taken with regard to DPD.

The ombudsman department may refuse to deal with a complaint if it relates to facts that occurred more than one year before submission of the complaint concerned.

The investigation of a complaint will be stopped if it is submitted to a court.
The ombudsman department is legally obliged to:

- (a) investigate complaints relating to DPD's activities.
- (b) intervene to enable an amicable settlement in respect of any disputes with DPD.
- (c) send a recommendation to DPD if no amicable settlement is forthcoming; a copy of the recommendation will be sent to the complainant. In this case, DPD shall have a period of 20 working days to give reasons for its decision if it decides not to follow the recommendation.
- (d) suspend the claim.

In the context of a complaint submitted to it, the ombudsman department may proceed to onsite inspection of any documents and papers relating to the subject of the complaint. The ombudsman department has been given permission by the managers and personnel of DPD to ask for explanations and information and to carry out any verification required for the investigation.