



# How to make a complaint about a parcel properly

Valid from 8th November 2017

Whatever happened  
with your parcel,  
we will do everything  
not to spoil your joy.

To be able to process your complaint as fast as possible, complaints are divided into two types according to the situation.

1. The parcel is **damaged** due to the transport. The packaging is visibly damaged, or it looks all right from the outside, but the goods inside are damaged.
2. The parcel or a part of it **got lost** during the transport.

The complaint is always made by the Client, i.e. the person who paid for the transport. This applies also to the international transport.



# Damaged parcel

Whatever the damage of the parcel is, it is always necessary to fill in the **Damage Report**, either immediately or within 2 working days after the parcel delivery at the latest. It might be filled in either by you, the consignee of the parcel, together with the courier when the parcel is delivered, or by our company.

The **Damage Report** is only a description of the insured event; the Client is entitled to damages only by filing a complaint about the parcel. A Damage Report which was not claimed cannot be processed.

## How does it work?

### Damage Report

1. Fill in the 14-character number of your parcel into the marked box at [www.dpd.cz/reklamace](http://www.dpd.cz/reklamace).
2. Fill in all the necessary details (consignee details, the packaging used, etc.)
3. Send the Damage Report and you will immediately receive an e-mail confirmation.
4. The system will navigate you to make a complaint.

### Making a complaint

1. Fill in the basic information (bank account, variable symbol for damages reimbursement and your Identification Number) at [www.dpd.cz/reklamace](http://www.dpd.cz/reklamace).
2. Consequently, attach the **documents**. If you do not have all the necessary documents at the moment, send us only those you have. We will ask you to provide the missing ones in the following days.
  - Acquisition document proving the amount of the damage.  
Retailers always supply a purchase invoice. Manufacturers and natural persons assess the real purchase price by a sworn statement including a stamp and a signature.

TIP: You will find documents to download in the "Other information and documents" section at [www.dpd.cz](http://www.dpd.cz). These include sworn statement forms approved by the loss adjuster for producers and natural persons, as well as a form for calculating the additional costs of the purchase for retailers.

- A document about parcel content proving that the damaged goods were inside the parcel.  
Any document you issue which is sent to the consignee – a delivery note, sales invoice, complaint report, service order, etc. If you do not have such a document, you can also use a sworn statement.
  - Photo documentation of the used packaging, parcel padding and damaged goods.  
Photo documentation is necessary for goods worth more than CZK 5 000 net of VAT. As far as less valuable goods are concerned, photo documentation is recommended for a proper assessment of the insured event.
  - Statement of (ir)reparability of goods worth more than CZK 2 500 net of VAT.  
We require service assessment for electronic goods.
3. Consequently, send the request to be processed. We will immediately send you a confirmation about receiving the complaint to your email.

# Lost parcel

If the consignee did not receive the parcel on the expected delivery day, contact us by calling +420 225 373 373,

or by email at [info@dpd.cz](mailto:info@dpd.cz) (Mon–Fri 7:00–18:00) with the request to find the parcel.

## How does it work?

1. We will try to find the parcel on the basis of your request.
2. If we do not succeed to find it due to any reason whatsoever, we will inform you about the loss recognition.
3. To be able to recognize the loss, please send the following documents to our Complaints Department via a DPD shipping label in an envelope, or via a registered letter.
  - Bank account and variable symbol for the payment of damages.
  - Acquisition document proving the amount of the damage.  
Retailers always supply a purchase invoice. Manufacturers and natural persons assess the real purchase price by a sworn statement including a stamp and a signature.

TIP: You will find documents to download in the "Other information and documents" section at [www.dpd.cz](http://www.dpd.cz). These include sworn statement forms approved by the loss adjuster for producers and natural persons, as well as a form for calculating the additional costs of the purchase for retailers.

- A document about parcel content proving that the damaged goods were inside the parcel. Any document you issue which is sent to the consignee – a delivery note, sales invoice, complaint report, service order, etc. If you do not have such a document, you can also use a sworn statement.

## Making a complaint about international parcels

If a parcel sent from the Czech Republic has been damaged abroad, file a standard complaint at [www.dpd.cz/reklamacie](http://www.dpd.cz/reklamacie).

If a parcel with an international shipping label has been damaged or lost, contact the sender who can make the complaint.

### Statement of complaint

The complaint procedure abides by the DPD CZ Complaint Code which can be found at [www.dpd.cz/vop](http://www.dpd.cz/vop) and the processing period is 30 days from receiving all the necessary documents. We will send the statement to your e-mail address when the damage amount is forwarded for payment.

# Do you have an online shop? Inform your customers how to proceed if they receive a damaged parcel.

You can put these texts on your website.

Have you received a damaged parcel or have you found out that it was damaged during transport only after opening it? We are very sorry for that. We prepared instructions for you how to proceed in such situations so that everything can be settled as soon as possible.

#### **The transport packaging is visibly damaged or deformed.**

- If the courier brought you a damaged parcel, you are fully entitled to refuse it. However, you can also receive it and draw up a **Damage Report** together with the courier (if it has not been already drawn up in the depot) and check whether its content is damaged or not. If the goods are damaged, you can give the parcel back directly to the courier and then contact us to settle the complaint.

#### **The transport packaging is all right, but the content is damaged.**

- If you find out that the content of the parcel is damaged, draw up a **Damage Report** form at [www.dpd.cz/reklamacie](http://www.dpd.cz/reklamacie) within 2 days at the latest or contact DPD directly to settle the complaint.



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