



# How to correctly file a claim for your parcel

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No matter what happened to your parcel, we will do our best to prevent it from ruining your day.

To settle claims as fast as possible, we divided them into two categories based on the circumstances.

1. Your parcel has been damaged during transportation. Packaging is evidently damaged or looks fine, but the contents is damaged.
2. Your parcel or a part of it got lost during transportation.

A claim must always be filed by the consignor. In short, the entity that paid the shipping costs is eligible to file a claim. This applies to international transportation as well.







# Damaged Parcel

In case you receive a damaged parcel, immediately complete a Damage Report with the courier. If the damage is not apparent, the Damage Report must be completed within 7 (seven) working days after the delivery.

A Damage Report contains only a description of the circumstances. To claim compensation, make sure to file a formal complaint. We are unable to resolve complaints that were not formally filed.

## How it works?

### Notifying of a Damaged Parcel

1. On [www.dpd.cz/reklamace](http://www.dpd.cz/reklamace) enter the number of your parcel in the respective field.
2. Fill in all necessary details (used packaging, void fill and lining etc.).
3. Submit the Damage Report. You will receive a confirmation e-mail. Our system will guide you to file a formal complaint.

### Filing a Claim

The payer of the shipping costs may file a claim within 30 calendar days from the parcel delivery at the latest.

1. On [www.dpd.cz/reklamace](http://www.dpd.cz/reklamace) fill in the basic information (bank account, variable code for payment of the compensation and your company registration number).
2. Then attach the documentation. If you do not have all that is needed, just submit what you have. We will then ask you for the missing information.

#### TIP

There is a section called Claim Related Documents on [www.dpd.cz](http://www.dpd.cz) where you can find Statutory Declaration forms approved by our insurance adjuster for manufacturers as well as individuals and forms for quantifying other related eligible expenses



- a. Purchase document that proves the value of the damaged goods. Shipping costs payers that are not the manufacturers of the goods, prove the value by a purchase invoice. In the claim proceedings, the acquisition costs are considered. Manufacturers prove the value by documenting the acquisition costs of the material used and production costs. Items the value of which cannot be proved by an official accounting document can be described in a Statutory Declaration instead. Individuals that do not run business and do not have any purchase document can use a Statutory Declaration for quantifying acquisition costs of the goods up to a certain amount.
  - b. Document with the list of parcel contents proving that the damaged goods were inside the parcel. It can be any reliable formal document proving the purpose and contents of the parcel: packing list, invoice, claim log, service order, advertising documentation in case of private consignors etc. If no such document is available, you can also use the Statutory Declaration.
  - c. Photo documentation of packaging used, void fill and damaged contents. Photo documentation is needed for the correct assessment of the damage.
  - d. Statement of (ir)reparability of the goods with value above 2.500 CZK excl. VAT. For electronics we require an assessment of the repair service.
3. Then submit your request for processing. We will immediately send you an e-mail confirmation of your claim.



# Lost Parcel

If a recipient does not receive a parcel within the estimated delivery period, call us at 225 373 373 or send an e-mail to [info@dpd.cz](mailto:info@dpd.cz) at any time from Mo-Fri, 7:00–18:00, requesting to track your parcel. Your call or e-mail must be received within 7 calendar days from the estimated delivery date.

## How it works?

1. Based on your request we will attempt to locate your parcel.
2. If we fail to find it for any reason, we will immediately inform you and confirm the loss of your parcel.

### Documents Necessary for Claiming Compensation for Lost Parcels

To acknowledge and compensate a lost parcel, we need the following documentation and information submitted via our web interface designed for filing claims that you can find on the Service Provider's website:

- a. Bank account and variable code for payment of the compensation.
- b. Purchase document that proves the value of the damaged goods.
- c. Resellers should always enclose a purchase invoice. Manufacturers and individuals quantify the actual acquisition costs in a Statutory Declaration with a stamp and signature.

#### TIP

There is a section called Claim Related Documents on [www.dpd.cz](http://www.dpd.cz) where you can find Statutory Declaration forms approved by our insurance adjuster for manufacturers as well as individuals and forms for quantifying additional costs for resellers.

- d. Document with the list of the parcel contents proving that the lost goods were inside the parcel. It can be any reliable formal document proving the purpose and contents of the shipping: packing list, invoice, claim log, service order, advertising documentation in case of private consignors etc. If no such document is available, you can also use the Statutory Declaration.

### Our Statement about the Claim

Claim processing is governed by the Claim and Complaint Policy of the Service Provider that can be found on [www.dpd.cz/vop](http://www.dpd.cz/vop). The period for processing the claim is 30 calendar days after all documents necessary for its settlement are received.

A report with our statement will be sent to the e-mail address that you specify.



# Claiming international parcels

- If a parcel sent from the Czech Republic abroad got damaged, submit a standard claim via [www.dpd.cz/reklamace](http://www.dpd.cz/reklamace).
- If a parcel with an international label was damaged or lost, please ask the consignor to file a claim in the country of dispatch.



# Do you have an e-shop

Inform your customers about the steps that they can take if they receive a damaged parcel.

You can use the following text on your website:

Did you receive a damaged parcel? Or did you discover that your parcel is damaged after its opening? We are very sorry to hear that. Here is how to proceed in such cases to get everything sorted out as fast as possible.

Packaging is visibly damaged or deformed.

- ◊ If a courier delivered a visibly damaged parcel, you have the right to reject it.
- ◊ However, you can also accept the parcel and fill in a Damage Report with the courier (it may also be already prefilled by the Service Provider and attached to the parcel) and check the condition of the parcel contents.

Packaging is fine but the contents is damaged.

- ◊ If you find out that the parcel contents is damaged, please fill in the Damage Report on [www.dpd.cz/reklamace](http://www.dpd.cz/reklamace) within 7 working days at the latest or contact our company in order to file a claim.

If you have any question regarding the claim processing or if you are not satisfied with the process, please contact us by sending an e-mail to [reklamace@dpd.cz](mailto:reklamace@dpd.cz).

The process described in this document applies in the same extent to shipments handled by DPD CZ s.r.o. (former Geis Parcel CZ s.r.o.). Their claims are processed by Direct Parcel Distribution CZ s.r.o. acting as an authorized representative.









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