

Complaints and claims settlement DPD Classic parcels DPD BeLux – version 6/11/2020

Who are we?

DPD (Belgium) NV, company number BE 0449.294.102, with its head office at Egide Walschaertsstraat 20, 2800 Mechelen, 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

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).

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

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 and www.dpd.lu (or via MyDPD) should prove to be insufficient, our DPD warehouse or customer service department is ready to help you between 8 and 18 h. via the web link:

<https://dpdbelux.secure.force.com/web2case/Web2CaseForm?lang=ENG&src=s>

or per e-mail or telephone:

DPD Belgium

DPD Luxembourg

e-mail: sender.care@dpd.be

sender.care@dpd.lu

Tel.: 070 246 022 (€ 0,15 per minute)

+352 39 53 39 28

Your query or complaint will be dealt with by your regional depot. It is possible that DPD will have to contact its foreign partners to obtain the desired information.

Treatment by Customer Service Department

A . Procedure - insurance

DPD BELUX deals with damage and loss in connection with the parcels entrusted to it according to its 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 sender's dispatch depot 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.

Due to the requirements laid down by the insurer, any 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 seven calendar days** to notify DPD of the damage. The date of delivery counts as day one. This should be done **in writing** by fax or email to the dispatch depot indicating the parcel number, the full address of the recipient, a description of the contents and the value of the parcel, with attached 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 were 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** by fax or email to the dispatch depot indicating the parcel number, the full address of the recipient, a description of the contents and the value of the parcel, with attached 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** to DPD by fax or email to the dispatch depot indicating the parcel number, the full address of the recipient, description of the contents and value 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 by e-mail, it is sent to the internal claims settlement department which will deal with the case together with the insurer.

The following documents are required and may be requested if necessary to complete the file:

() An original invoice made out to DPD regarding the damage or loss concerned. The amount may not exceed €520 excl. VAT. (one invoice per case, claims can't be bundled)

() A copy of the customer's invoice , i.e. the supply invoice in the name of the recipient.

() A signed Non-Insurance declaration (no insurance taken out with third parties)

() A copy of the parcel label or of the dispatch list.

() A written declaration of the recipient that neither himself nor anyone else from the company received the parcel.

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 eight weeks if all the documents have been 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 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 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.

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.