

Requests - Complaints - Claims

Senders

What do we mean at DPD by 'request', 'complaint' and 'claim'?

DPD is using certain terms internally to handle your questions or complaints. To give you a better understanding of the whole process, please find their definitions below.

General questions or 'requests'

We use the term 'request' for any questions we can resolve immediately and without further investigation. For example, requests to change the delivery date or delivery address of a parcel.

'Complaints'

When we receive a complaint, a member of our customer service team starts an investigation. In order to carry out that investigation, information or documents may be requested from you, the sender. For example, the commercial invoice may be required in order to carry out the investigation as smoothly as possible.

The following documents may also be requested, depending on the nature of the investigation:

- A signed shipping list (in case of a missing pick-up scan/wrong delivery)
- A copy of the shipping label (no data available)
- [A declaration of non-receipt](#) by the receiver (in case of doubts about the signature)

For some complaints, the receiver may be asked to contact the sender, mainly to process the complaint faster.

'Claims'

A complaint is converted into a claim when our customer service representative has acknowledged and accepted the loss or damage of a parcel by sending the confirmation to the customer.

In order to further process the claim, several other documents will be requested to complete the file. Once we have received these correct documents, we will proceed with the settlement of the claim.

The full procedure is explained in detail on the following pages.

Contact details

Belgium

070 246 022

From Monday to Friday, from 8 a.m. to 6 p.m. (€ 0.15 per minute)

Sender.care@dpd.be

Luxembourg

+352 39 53 39 28

From Monday to Friday, from 8 a.m. to 6 p.m.

Sender.care@dpd.lu

Please visit our website ([Belgium](#) or [Luxembourg](#)) for any useful tools.

Our [shipping guide](#) and [service leaflets](#) will help you to understand the DPD services.



Please provide us with the DPD parcel number for any requests. We will always need this number to provide you with the correct information.

A question or a complaint as a sender?

1. General questions

a. Check the status of a parcel

Each DPD parcel has a unique parcel number (14 digits) and a barcode.

This parcel number enables you to check your parcel's status via DPD Tracking and DPD Shipping Report.

 [DPD tracking Belgium](#)

 [DPD tracking Luxembourg](#)

 [Shipping Report](#)



If the information via DPD Tracking or DPD Shipping Report proves insufficient, please visit our contact pages: [Belgium](#) - [Luxembourg](#). These pages give an overview of the different possibilities to either get an answer to your question or contact our customer service.

b. Your parcel has no clear status?

Does your parcel no longer show a follow-up scan? If so, please contact us by phone or mail/web form, stating the parcel number, the consignee's full address, a description of the contents and the value of the parcel.

A customer service representative will launch several internal investigations to determine the location of the parcel.

If the investigation takes more than 48 hours, we will keep you updated on the progress of the investigation.

2. Complaints

a. Do you want to report damage?

In case of damage to a parcel, please contact our customer service department by phone or via mail/web form. A staff member will register your complaint and launch the investigation.

In any case, we will need the commercial invoice of the parcel, which clearly describes the contents of the parcel.

If the investigation takes more than 48 hours, we will keep you updated on the progress of the investigation.

How to proceed?

I. Hidden / invisible damage

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

Procedure

- a) The receiver immediately notifies the sender and takes pictures (*) of the damage.
- b) As the sender, you have a period of 7 calendar days to report the damage to DPD. The day of delivery will count as day one. You can report the damage in writing or by phone, stating the parcel number, the consignee's full address, a description of the contents and the value of the parcel. Always add pictures (*) of the damage. If items are missing, this should always be clearly indicated.
- c) The damaged goods must be kept in their original packaging until the investigation has been completed. This is necessary because DPD may collect the damaged goods from the recipient for inspection.

II. Visible damage

Visible damage is any damage to goods that was clearly visible from the outside of the packaging before the parcel was opened.

Procedure

- a) The receiver reports the damage when signing for receipt. He may also refuse the delivery. If the receiver accepts the shipment, he should take pictures (*) of the damaged goods and inform the sender as soon as possible.
- b) As the sender, you can report the damage in writing or by phone, stating the parcel number, the consignee's full address, a description of the contents and the value of the parcel. Always add pictures (*) of the damage.

(*) = - Photo of the damaged parcel with label visible – Photos of the inner and outer packaging – Photo of the opened box with the damaged item visible – Photo of the damaged item

- c) The damaged goods must be kept in their original packaging until the investigation has been completed. This is necessary because DPD may collect the damaged goods from the recipient for inspection.

Handling of your complaint

Once you have filed a complaint, a customer service representative will inform you of the outcome of the investigation:

- ➔ The damage or loss of the parcel is due to a fault of DPD:
 - DPD acknowledges and confirms responsibility for the damage or loss
 - Depending on your contractual agreement with DPD, compensation will be made for the damage or loss
 - This case is further treated as a 'claim'
- ➔ The damage or loss of the parcel is not due to a fault of DPD:
 - DPD declines responsibility for the damage or loss
 - The customer service representative will explain the reason behind the rejection
 - This case is closed as a 'complaint'

b. Do you contest the delivery of a parcel?

DPD Tracking indicates the parcel has been delivered. However, the receiver indicated he received nothing.

How to proceed?

I. Loss or doubts about the signature

- a) To report the loss of a parcel or any doubts about the signature, you can contact us by phone or mail/web form, stating the parcel number, the consignee's full address, a description of the contents and the value of the parcel
- b) In case of doubts about the signature, the receiver will need to send proof in writing of the signature being incorrect to the sender, for instance stating he never received the parcel or that he does not recognise the signature. This document must be sent by you to sender.care@dpd.be or sender.care@dpd.lu.

A customer service representative will register your complaint and initiate an investigation. If the investigation takes more than 48 hours, DPD will keep you updated on the progress of the investigation.

Handling of your complaint

The customer service representative will inform you of the outcome of the investigation:

- ➔ DPD cannot prove that the parcel was handed over to the receiver or that it was delivered to a place previously indicated by the receiver (deposit permission or delivery to a parcel shop):
 - DPD acknowledges and confirms responsibility for the loss
 - Depending on your contractual agreement with DPD, compensation will be made for the loss
 - This case is further treated as a 'claim'. The maximum compensation is € 520.
- ➔ DPD can prove that the parcel was handed over to the receiver or that it was delivered to a place previously indicated by the receiver (deposit permission or delivery to a parcel shop):
 - DPD declines responsibility for the loss
 - The customer service representative will explain the reason behind the rejection and provide accompanying documentation
 - This case is closed as a 'complaint'

c. Do you have a complaint that is not related to a shipment or parcel?

You can contact us by phone or mail/web form.

A customer service representative will register your complaint and initiate an investigation.

The customer service representative will inform you of the outcome of the investigation.

If the investigation takes more than 48 hours, DPD will keep you updated on the progress of the investigation.

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

DPD reserves the right not to consider a complaint if it relates to facts that occurred more than one year before the complaint was filed.

Claims settlement

Once your complaint is accepted and converted in a claim, we will ask you to provide us with the documents below in order to complete the file:

- An original invoice addressed to DPD regarding the damage/loss.
 - DPD will never reimburse more than € 520, so the damage invoice must never exceed € 520.
 - o Maximum one invoice per claim: several claims cannot be bundled on the same invoice
 - o We will send a [sample damage invoice](#) along with the confirmation letter of the loss/damage
- A commercial invoice, i.e. the normal invoice addressed to your customer.

DPD must fulfil a number of formalities, such as interrogating its subcontractor on the stated claim. Customers are therefore not allowed to deduct amounts from an outstanding invoice vis-à-vis DPD themselves, pending processing of this claim. DPD also opposes the setting off of its invoices for services provided against invoices relating to claims for damages and will, after approval, pay compensation itself.

Procedure insurance – supporting documents

DPD Belux deals with damage and loss in connection with the parcels entrusted to it according to its general terms and conditions and the legislation in force. Moreover, DPD is bound by clear agreements with its international partners regarding transport and claims settlement. Claims settlements are dealt with by customer service. 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 terms and conditions which are available on our website (see footnote).

Conciliation procedure

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

Should the interested party have a complaint about the first decision, he may ask DPD for a second opinion.

The documents evidencing the rejection or the complaint, indicating 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.

If necessary, our services will reopen the case and examine whether there may have been a shortcoming in the handling of the first complaint. Within 20 working days from receipt of the required documents, if reasonably possible, a reply will be formulated, stating why the previous decision is confirmed, or to what extent the decision will be reviewed if there are grounds for doing so.

Please note that complaints that were not dealt with in the first instance by Customer Service and/or if no justification is provided for the contested decision are considered inadmissible for a second opinion. Moreover, only seriously substantiated claims will be considered.

Mediation

If the conciliation procedure with DPD did not lead to the desired solution, the complainant has the option to apply to the Mediation Service, an independent public service and appeal body, by letter, e-mail or orally in person:

In Belgium:

Mediation Service for the Postal Sector (OMPS), Koning Albert II-laan 8 bus 4 - 1000 BRUSSELS: +32 2 221 02 20 (N/E), +32 2 221 02 40 (D) or +32 2 221 02 30 (F), info@omps.be (N/D/E) or info@smspo.be (F), <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, +352 28 228 229, www.ilr.lu, authorised for this purpose by the Act of 22 December 2012, art. 15.

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

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

The Mediation Service may refuse to deal with a complaint if it relates to facts that occurred more than one year before the complaint was filed.

The investigation of a complaint ends when it is submitted to a court. The Mediation Service is legally obliged to:

- a) investigate complaints relating to DPD's activities.
 - b) intervene to enable an amicable settlement of any disputes with DPD.
 - c) make a recommendation to DPD if no amicable settlement can be reached; a copy of the recommendation shall be sent to the complainant. In this case, DPD has a period of 20 working days to justify its decision if it does not follow the recommendation.
- suspend the claim.

In the context of a complaint submitted to it, the Mediation Service may proceed to onsite inspection of any documents and papers relating to the subject of the complaint. The Mediation Service may request from the directors and staff of DPD all explanations and information and carry out any verification required for the investigation.