

CLAIM FILING TIME LINES

	How to file	Timeline to report	Resolution timeline	Expected resolution
Domestic Air Express	Lost/Damage needs to be reported by calling 800 225 5345	Written notice must be given within 90 days the date DHL accepted the shipment.	If all the necessary paperwork is attached to the claim form, the claims will be resolved within 30 days once completed claim form is received.	If the resolution is to pay the claim, a check will be mailed the day following the resolution of the claim. If the resolution is to deny the claim, a letter will be mailed the day following the resolution.
Ground	Damage needs to be reported by calling 800 225 5345	Written notice must be given within 15 days of delivery of the shipment.	If all the necessary paperwork is attached to the claim form, the claims will be resolved within 30 days once completed claim form is received.	If the resolution is to pay the claim, a check will be mailed the day following the resolution of the claim. If the resolution is to deny the claim, a letter will be mailed the day following the resolution.
	Lost needs to be reported by calling 800 225 5345	Written notice must be given within 9 months of delivery of the shipment.	If all the necessary paperwork is attached to the claim form, the claims will be resolved within 30 days once completed claim form is received.	If the resolution is to pay the claim, a check will be mailed the day following the resolution of the claim. If the resolution is to deny the claim, a letter will be mailed the day following the resolution.
@home	Damage needs to be reported by calling 800 225 5345	Written notice must be given within 15 days of delivery of the shipment.	If all the necessary paperwork is attached to the claim form, the claims will be resolved within 30 days once completed claim form is received.	If the resolution is to pay the claim, a check will be mailed the day following the resolution of the claim. If the resolution is to deny the claim, a letter will be mailed the day following the resolution.
	Lost needs to be reported by calling 800 225 5345	Written notice must be given within 90 days the date DHL accepted the shipment.	If all the necessary paperwork is attached to the claim form, the claims will be resolved within 30 days once completed claim form is received.	If the resolution is to pay the claim, a check will be mailed the day following the resolution of the claim. If the resolution is to deny the claim, a letter will be mailed the day following the resolution.
International	Lost/Damage needs to be reported by calling 800 225 5345	Written notice must be given within 30 days the date DHL accepted the shipment.	If all the necessary paperwork is attached to the claim form, the claims will be resolved within 30 days once completed claim form is received.	If the resolution is to pay the claim, a check will be mailed the day following the resolution of the claim. If the resolution is to deny the claim, a letter will be mailed the day following the resolution.
Service Delay	A service delay needs to be reported by calling 800 225 5345. If the customer has several service delay requests, they can record them in a spreadsheet and email to DHL.CargoClaims@dhl.com. If they email the request, they need to include their company name, account number, waybill number, pick up date and delivery date.	The request notice must be given within 15 days of shipment pick up.	The request will be processed in 21-30 days. <i>(The reason for this is the shipment needs to be billed before we are able to process for a refund)</i>	The request can be processed in the following ways: 1) If the shipment was delivered on time as per DHL's Service Guarantee, a denial letter will be sent. 2) If the shipment was not delivered on time as per DHL's Service Guarantee, a credit will be applied to the invoice if the invoice was not paid or a refund check if the invoice was paid.