

## Notice of Claim for Loss or Damage

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*Extract from the general sales conditions of the shipping company DHL*

« In case of damage, please call 1-800-CALL-DHL within 48 hours and request an immediate inspection. With respect to any claim, including a claim for loss, delay or damage where the Convention does not apply, the customer must submit a written notice of claim (along with the Bill of Lading and other supporting documentation) within 60 days from the date of delivery or, in the event that DHL failed to make delivery, within nine (9) months after the date of shipment. In the event of a claim for concealed damage not discovered at the time of delivery, customer must promptly provide DHL with written notice after discovery of the damage, and in any event not later than 48 hours after the date of delivery. The filing of a lawsuit does not constitute compliance with the above notice provisions. Further, subject to any applicable statutory provisions providing otherwise, a statement of claim instituting an action must be filed within nine (9) months from the date of shipment, together with a copy of the paid freight bill.

In the case of shipments where the Convention does apply, written claims for loss of or damage to the shipment must be received by DHL within fourteen (14) days from the date of receipt of the shipment; for damages or losses of any kind resulting from delay, within twenty-one (21) days from the date of receipt of the shipment; and for damages or losses of any kind due to non-delivery or misdelivery, within ninety (90) days after DHL's acceptance of the shipment for carriage. Further, any action must be brought within two (2) years from the date of delivery of the shipment or from the date on which the shipment should have been delivered or from the date on which carriage stopped.

Failure to comply with any of these conditions in this paragraph, including time limits, will result in the denial of customer's claim, and DHL will have no liability or obligation to pay the claim.

No claims will be considered until all freight charges have been paid. »