



DHL Shipment Value Protection

This optional service provides full value compensation (over and above standard liability) to the customer, in exchange for an additional charge, covering the amount to repair or replace the contents of a shipment in the event of physical loss or damage to the shipment, arising from an external cause.

Service Features

- Full-value compensation to the customer in the event of full or partial loss or damage to the customer's shipment arising from an external cause
- No excess / deductible / franchise
- Carriage charges refunded in direct proportion to the claim settlement amount (i.e. if 50% of the shipment was lost, and the claim settlement is 50% of the total insured value, then 50% of carriage charges will be reimbursed)
- Surcharges, Extra Charges and Fees should be reimbursed in direct proportion to any carriage charge refund (*note: Shipment Value Protection extra charge can **never** be refunded*)
- Shipment Value Protection is available for Document¹ and Non-Document² shipments
- Shipment Value Protection is available in conjunction with Time Definite, Day Definite and Same Day products
- Shipment Value Protection is specifically designed for transportation risks
- Arranging Shipment Value Protection is easy and fast (marking the waybill)
- DHL Express will facilitate the claims handling process, resulting in speedy resolution of claims
- Tailored Shipment Value Protection can be offered to accounts shipping more than 10 insured shipments a month - the charge is calculated on the customer's shipment risk profile and offers the opportunity of a lower rate than the standard.
- Peace of mind for the customer and enhanced confidence in the service being provided by DHL Express
- One-stop-shop for transportation and Shipment Value Protection needs
- Easy payment mechanism (paid at the same time as transportation charges)
- Shipments should have adequate packaging, acceptable status and a reasonable value for the commodity

¹ Documents can be insured for their reconstruction value but not for the intellectual value of the information contained therein.

² The intellectual value of goods (such as information on a computer hard drive) is not covered

Value

Shipments with more than US\$100,000 in value must be approved in advance by DHL's Risk Management team. Shipments valued at more than US\$50,000 require that DHL Risk Management be notified prior to shipping.

Shipment Value Protection covers the cost of reconstruction, replacement or the cash value of the contents of the shipment, whichever is the lesser.

Restrictions

Shipment Value Protection does not cover every eventuality. Standard coverage exclusions include:

- Loss of profit or interest (consequential loss)
- Delays in transit
- Deterioration of perishable goods
- Poor packaging
- Political risks associated with war
- Nuclear risks
- Willful misconduct of the assured (this means any deliberate act by the customer or someone acting on behalf of the customer that results in loss or damage)

Commodity

Shipment Value Protection cannot be arranged for any commodity prohibited for carriage.

In addition, the following commodities must also be referred to Regional Risk Management prior to arranging Shipment Value Protection:

- Aircraft / Helicopter
- Oriental Rugs
- Bulk shipments (non-containerized)
- Bottled Spirits with a value exceeding US\$130,000 per shipment
- Cement / Cement Products
- Cigarettes with a value exceeding US\$130,000 per shipment
- Computer Chips and CPUs with a value exceeding US\$130,000 per shipment
- Deeds, Securities, Treasury Notes and the like
- Designs, Patterns, Plans, Manuscripts and all other similar Documents
- Humanitarian Aid
- Prototypes and One of a Kind Interests
- Tickets including Event Tickets and the like
- Temperature Controlled Goods
- Temperature Sensitive Goods

The following *fragile items, regardless of dollar value, are either not covered by Shipment Value Protection (SVP) or have a maximum SVP up to US\$250* because of their inability to travel well in the shipping environment. **These items are:**

- **Light Bulbs** (no SVP allowed)
- **Neon Signs** (no SVP allowed)
- **Flat Panel TVs** (*maximum* value of up to US\$250 SVP allowed)

Geography

Any shipments destined to or originating from the countries detailed below, must be referred to DHL Regional Risk Management *prior to* arranging Shipment Value Protection.

- Afghanistan (inland transit only)
- Cuba
- Iran (inland transit only)
- Iraq (inland transit only)
- D.P.R. Korea (North Korea)
- Somalia
- Sudan
- Syria
- West Bank
- Myanmar (Burma)