**TIME DEFINITE DELIVERY GUARANTEE CLAIM FOR REFUND**

DHL Express (Canada), Ltd. will refund or credit the transportation charges to the payer at the Carriers option and upon request, if DHL Worldwide Express delivers the shipment more than 60 seconds after the pre-paid guaranteed delivery time, provided that the following conditions are met:

* Shipment must be a Time Definite Delivery Service Point that has been confirmed by a DHL Express (Canada), Ltd., and a Customer Service Agent.
* Customer must submit the request for a refund in writing within 15 calendar days from the date of pick up.
* DHL Express (Canada), Ltd. is unable to demonstrate delivery occurred within the guaranteed time limit.
* Service failure was not caused by Act of God or delay as outline in the Terms and Conditions, (i.e.: severe weather, natural disaster, customs delay, etc.)
* The guarantee applies only to transportation charges paid by Canada-based payers and is exclusive of all other items including, without limitation, duties, taxes or other charges or amounts.

Please visit [www.dhl.com](http://www.dhl.com) or ask a Customer Service Agent for further details regarding DHL Express (Canada), Ltd. Terms and Conditions.

**PLEASE COMPLETE THE FOLLOWING INFORMATION AND SUBMIT IT TO:**

**DHL Express (Canada), Ltd. OR Fax Toll Free: 1-855-616-7345**

**TDI Guarantee Claims**

**18 Parkshore Drive OR Email address: TDG.CA@dhl.com**

**Brampton, ON**

**L6T5M1**

**Guaranteed Service Type:**

(9:00, 10:30, 12:00)

|  |  |
| --- | --- |
| **Shipping Date:** | **Waybill Number** |
| **Shipper Name:** | **Receiver Name:** |
| **Address:** | **Address:** |
| **City:** | **City:** |
| **Province:** | **Province:** |
| **Postal/ Zip Code:** | **Postal/ Zip Code:** |
| **Country:** | **Country:** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Claimant and Company Name:** | **Account number:** | | |
| **Address:** | | | **City:** |
| **Postal/ Zip Code:** | | **Country:** | |
| **Phone Number:** | | **Fax Number:** | |
| **Email Address:  *(DHL's preferred method of communication)*** | | | |

**Certification: the foregoing statement of facts is hereby certified as true and correct.**

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**Signature** **Date**: