

# Submitting a claim to MyParcel.

If your shipment gets damaged, you can submit a claim. For the damage to be recognised by the carrier and to be eligible for compensation, your claim must be as complete and clear as possible and submitted within 7 calendar days of the last PostNL scan.

## What you need to send with your claim:

1. The original purchase invoice (to determine the value of the damage claim):
  - ⌵ You are insured for 100% of the purchase value of the product excluding VAT up to the insured amount. We will also credit your shipping costs.
  - ⌵ If you sell homemade products for which no purchase invoice can be submitted, the sales invoice is enough. 60% of the market value of the product will be reimbursed excluding VAT up to the insured amount. We will also credit your shipping costs.
2. The original sales invoice (a clear summary of what you have sold).
3. Six photos of the damage:



**1.**

One photo of the entire outside of the parcel. Make sure that the shipping label and any damage are clearly visible from the outside.



**2.**

One photo of the opened parcel, taken from the top. The contents and inner packaging need to be clearly visible.



**3.**

One photo of all types of inner packaging included in the packaging. These are the materials you find around your item in the parcel.



**4.**

One photo of the entire damaged item. Make sure the whole item is visible.



**5.**

One close-up photo of the actual damage to the item. This concerns the damage, visible on the item.



**6.**

One photo of the shipping label on the packaging. The information on the label needs to be easily readable.

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### Tip!

Ask the addressee to keep the damaged content, the box and all of the packaging material until the claim is complete. This is one of PostNL's conditions.

[Submit a claim](#)

\* *Damage report for World shipments: when you ship to countries outside of the EU (or inside the EU, but only when the shipment is sent by air freight) there is an additional condition, depending on the carrier. If a shipment is damaged, the consumer must go to the nearest post office to have a damage report drawn up. The damage report must be stamped for approval.*

\* *The damage report needs to be finalised within 7 calendar days after the delivery scan. If it is not submitted within 7 calendar days, it cannot be processed.*