

DPD Damage Claims Process

If you are on the Seller Fulfilled Prime programme and need to make a damage claim to your approved carrier, DPD, please follow this process.

Note: this process requires initiation within 14 days from the date of dispatch. Claims made after this time may not be accepted.

1. Firstly, you are required to get in touch with DPD's customer services team. You need to use the Amazon-specific customer services at the following address: amazonmfn@dpd.co.uk and should provide details of your claim, including Tracking IDs affected. You can also reach the team via telephone on: 01213364829 or 08453088711.
2. Your request will be checked in conjunction to DPD UK's [Terms and Conditions](#), after which a Claims Form will be sent to you via email.
3. The completed claims form and required documents must be returned within 28 days. You will need to supply a cost invoice or sales invoice to confirm the percentage mark up as DPD do not cover payments on profit. If the items or notification periods are outside of the terms and conditions, a repudiation letter will be sent to you.
 - For claims over £50: You are required to provide photographic evidence of the damaged item, internal and external packaging. You are also required to confirm whether the goods are repairable or salvageable, if so a repair or salvage value must be provided.
 - If this is not received within 7 days of the date of the request, a reminder letter will be sent. If DPD does not receive a response within 7 days from the send-date of the letter, your claim will be closed.
4. Once DPD has all of the necessary evidence regarding your claim, the documents will be passed to the approval team to check and authorise.
5. If your claim is valid, you will be paid via BACS transfer to the bank account associated with your DPD account.

DPD Loss Claims Process

If you are on the Seller Fulfilled Prime programme and need to make a damage claim to your approved carrier, DPD, please follow this process.

Note: this process requires initiation within 14 days from the date of dispatch. Claims made after this time may not be accepted.

1. Firstly, you are required to get in touch with DPD's customer services team. You need to use the Amazon-specific customer services at the following address: amazonmfn@dpd.co.uk and should provide details of your claim, including Tracking IDs affected. You can also reach the team via telephone on: 01213364829 or 08453088711.
2. Your request will be checked in conjunction to DPD UK's [Terms and Conditions](#), after which an investigation case will be raised. The investigation period is 3-5 working days to try to locate or retrieve the parcel or missing items. If DPD is unable to return the goods to you, a claim will be requested from the claims team.
3. A Claims Form will be sent to you via email.
4. The completed claims form and required documents must be returned within 28 days. You will need to supply a cost invoice or sales invoice to confirm the percentage mark up as DPD do not cover payments on profit. If the items or notification periods are outside of the terms and conditions, a repudiation letter will be sent to you.
 - If this is not received within 7 days of the date of the request, a reminder letter will be sent. If DPD does not receive a response within 7 days from the send-date of the letter, your claim will be closed.
 - For disputed signature claims: For these claims, a 'Denial of Receipt' letter is posted to the receiver. If this is not signed and returned to DPD within 14 days, the claim will be closed (a freepost envelope is provided).
5. Once DPD has all of the necessary evidence regarding your claim, the documents will be passed to the approval team to check and authorise.
6. If your claim is valid, you will be paid via BACS transfer to the bank account associated with your DPD account.