



DMA COMPLAINT PROCEDURE

DMA is committed to the reliable and secure delivery of your shipments. In the rare event that an item is lost while in our care, we provide a clear compensation process.

1. Eligibility for Refund/Compensation

A shipment is considered "lost" if:

The tracking status has not updated for a significant period (e.g., 7-10 business days past the expected delivery date).

The parcel tracking shows "delivered," but the recipient denies receipt, and no proof of delivery (such as a signature) was obtained by our driver.

Refunds will not be provided for:

Delays caused by force majeure events, customs clearance, or government regulations (natural disasters, strikes, etc.).

Shipments with incorrect or incomplete recipient details provided by the customer.

Prohibited or restricted items confiscated by authorities.

Detailed Packing list/item list along with the declaration.

Event of a complaint if one or few missing items were not indicated on the original packing list

Items lost after being delivered to an unsecure location or a neighbour, if the customer authorized such delivery arrangements.

2. Claims Process and Time Limits

To initiate a claim for a missing item, the sender (the party who paid for the shipping service) must:

Report the issue immediately to our customer support team.

File a formal claim using our online claims form [[link to online form](#)] within 7 calendar days from the date of posting. Claims submitted after this period may not be entertained.

3. Required Documentation

To facilitate a quick resolution, the claimant must provide the following evidence:

The shipment's tracking number and date of posting.

Proof of postage (e.g., a certificate of posting or drop-off receipt).

Evidence of the item's value (e.g., original purchase receipts, invoices, or bank statements).

A detailed description of the missing contents.

4. Compensation Terms

Standard Cover: All eligible shipments include standard compensation of up to £100 for the actual loss, which is the lowest of the cost or sale price of the contents.

Enhanced Cover: If you purchased additional shipping insurance, you may be eligible for compensation up to the insured value. Please refer to the terms of the specific insurance policy for details.

Excluded Losses: Indirect or consequential costs (e.g., labour costs, loss of business, personal expenses) are not covered by our standard policy.

Refund Method: Approved claims will be refunded to the original method of payment or via a credit to your business account within 30 calendar days of the claim's finalization.

5. Contact Information

If you have a missing item, please [contact our customer services team] (link to contact page) immediately. We will investigate the claim and provide an update within 14 calendar days.

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