To enable us to process a claim, or to consider any claim for cargo lost or damaged whilst it was in our care, custody and control, please complete this form without delay and return it, together with supporting evidence.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Name and address of company making claim | | | | Contact Name / Job Title | | | |
| Telephone Number | | | |
| VAT registered? Yes/No | | | |
| Your reference | | Consignment Number | | | | Date of Incident | |
| Please indicate if this is the first written notification of the incident:\* YES / NO | | | | | | | |
| Detailed description of goods lost or damaged | | | | | | | |
| **Nature of Claim** Damage  Shortage  Non-Delivery  Other | | | | | | | |
| Please give full details of the loss and/or extent of the damage | | | | | | | |
| How were the goods packed and secured to the pallet? | | | State where can the damaged goods be inspected | | | | |
| Total Weight of Consignment | | | Total Weight of Goods Lost or Damaged | | | | |
| Value of Consignment (Cost Price) | Value of Goods Lost or Damaged (Cost Price) | | | | Possible Salvage Value of Damaged Goods | | |
| Evidence of loss or damage – tick boxes to indicate which documents are included. Items in **bold** must be provided to ensure prompt claims settlement. | | | | | | | |
| **Cost Price Invoice or evidence of cost (See Below\*\*)** Sales Invoice to Customer **Signed claused collection / delivery note**  Photographs of Damaged Goods  Survey Report  Other (please specify) | | | | | | |  |
| Have you instructed us to insure for all risks at a rate higher than £10,000 per tonne? YES / NO.  (If YES provide details and attach a copy of the confirmation of insurance liability) | | | | | | | |
| **Some Insurers & their agents share information to prevent fraudulent claims and assess whether to offer insurance, including via the Claims & Underwriting Exchange Register and the Motor Insurance Anti-Fraud & Theft Register operated by the Association of British Insurers.**  **I / We declare that the above statements are true and correct to the best of our knowledge. I/We have not knowingly withheld any information connected with this claim. I/We agree to provide further information/documentation as may be required by the insurer. I/We understand that the insurer does not admit liability by the issue of this form.**  Signature of claimant Name Date  Counter signature (Expect) Name  Date | | | | | | | |

**CLAIM CHECKLIST**

The following checklist should be completed which will ensure all relevant information is provided facilitating submission of the claim.

All submitted claims need to be supported with evidence which consist of all the following. Please note that without this information claims cannot be processed.

* Claim form completed in full
* Customer sales invoice attached
* Purchase invoice or a breakdown of manufacturing/production costs attached
* Confirmation of repair costs (if relevant)
* Photos of any damage
* Evidence of weight
* Evidence of and salvage/mitigation or repair
* Photographs showing damage to the product

Provided all the information above is returned with the claim form we should not need to contact you apart from to provide regular status updates or if insurers require additional information.

Please separately state method of calculation of cost price below if not evident from paperwork. The principle is that you can only claim for the cost of the goods to you – in order that you do not make a profit twice from the same incident. Assuming you re-supply your customer you will still make a profit from the sale. You can reclaim from us an amount up to the net cost of the goods to you, subject to RHA liability and limitations.

Palletline Plc or its members and/or their respective insurers reserve the right to inspect the goods or request return to them where the claim is for the full cost of the product.

Please state separately and in writing that you are also claiming the transport charges back as failure to do so will mean that on acceptance of any claim, insurers will settle without.

**You must hold the goods for inspection/return until otherwise instructed. Failure to retain the goods WILL invalidate your claim.**

**Please note that the claim form being issued is not an acceptance of liability.**

**TERMS & CONDITIONS - RHA**

Any damage, partial or full loss of a consignment must be notified to the claims department, in writing within 7 days of the termination of transit.

The claim must be submitted within 14 days of the termination of transit. If these terms are not adhered to your claim may be invalidated so a written explanation for the delay should be attached to this form.

Should we need to request any additional information, it must be provided within a timely manner as insurers will close any claim where no response is received within 4 weeks and no further action will be taken.

In the event that additional information is required from the client, Expect Distribution Ltd will send a maximum of three reminders over a period of six weeks following the request for information. Failure to respond within one month of the final communication will result in automatic closure of the claim and will be notified to you in writing.

We operate under RHA Conditions of Carriage 2020 which limits our liability to £1,300 per tonne (£1.30 per kilo). If you have purchased additional cover then the rates per tonne will apply as stated on your tariff.

All goods stored in any of our Warehousing facilities are done so under the conditions of the UK Warehousing Association. Please note that goods stored must be self-insured by the client unless otherwise agreed.

We are not liable for any consequential loss as noted in our standard terms and conditions of trade.

Should you wish to insure your goods at a higher rate than this all levels and costs can be found on your tariff.

As noted on our tariff a minimum claim of £55 applies to any consignment, it is not possible to process any claims below this value.

**TERMS & CONDITIONS – UKWA**

Under UKWA terms and conditions Expect Distribution does not insure the good, the customer shall make arrangements to cover the goods for the full insurable value.

If and to the extent the damage or loss is caused by neglect or a wilful act of the company or its employees we will accept liability to a total of £100 per tonne.

Expect Distribution will not be held liable for any claim unless we have received written notification from the customer within 21 days from the customer being notified of the incident, or the goods being delivered, whichever is the later.