

Account:

GOODS IN TRANSIT CLAIM INFORMATION & GUIDELINES

The purpose of this information is to clarify the important procedures required by insurers so that in the unlikely event of a claim our customer is informed of all necessary procedures to follow.

Claims are processed strictly in accordance with the Road Haulage Association (1998) terms and conditions of carriage. A copy of these terms and conditions are available upon request.

It is essential that Goods In Transit claims are clearly understood and we are notified within the following time limits;

1. Shortages/damages-verbally within 3 days
2. Then the claim is to be made in **writing** within 7 days, and the claim form with the following supporting documents is to be received within 14 days for pallet-tack deliveries and 10 days for APC, after the termination of transit.
 - Sales invoice
 - Cost invoice
 - Delivery note
 - Weight of goods missing, lost or damaged.
3. Any other loss- verbally within 28 days.
4. Then the claim form is to be forwarded with supporting documentation listed above, in writing within 42 days, after commencement of transit.

Consignment/ delivery notes

Consignment/delivery notes must be endorsed accordingly, i.e. goods damaged, missing goods. If possible be specific, this will help process the claim quickly.

- **If there is a clear signed proof of delivery any claim will become void.**
- **Goods signed for unchecked will be deemed as a valid proof of delivery.**

****it is recommended that you advise your customers of the expected delivery date so that they can notify you in the unlikely event they do not receive their goods**.**

Please sign to confirm receipt of these guidelines and information regarding the insurance cover we provide.

Signature: _____ **Date:** ____/____/____

Print name: _____ **position held:** _____

**** The above signatory must be an appropriately authorised person within the company.****



TRADING AGREEMENT

PARCELS

Glass, plaster, porcelain, pottery and tenders are **NOT** insured.

VOLUMETRIC FREIGHT (PARCELS)

PGS global logistics Ltd reserve the right to charge accordingly for oversized freight. This charge is calculated by measuring the volume of the bulky items (LxWxH)cm/6000kg=cubic weight. If the cubic weight is greater than the dead weight, the cubic weight will be charged.

VOLUMETRIC FREIGHT (PALLETS)

PGS reserves the right to charge accordingly for oversize freight.

3RD PARTY COLLECTIONS/RETURNS (PARCELS)

There is an additional charge for goods that are returned or collected from a 3rd party. All collection requests **MUST** be faxed or emailed by 12 noon. The charge still applies if there are no goods to collect, or they are not available.

PAYMENT TERMS

To prevent your account being placed on stop your payment terms must be strictly adhered to. No deductions must be made from our invoices unless instructed by our accounts department. Any invoice queries must be sent to our accounts office by email or fax.

INSURANCE FOR PARCELS

Your insurance cover is £13.00 per kilo as per APC overnight conditions of carriage. On claiming there is an excess of £50. Completed claim form is required in writing within 10 days. If you require additional insurance we need to be notified in writing before consignments are released from yourselves.

INSURANCE FOR PALLETS

Your insurance cover is £1.30 per kilo as per RHA conditions of carriage. If you require additional insurance we need to be notified in writing before consignment is released from yourselves.

INSURANCE FOR STORAGE

Your insurance cover is £100.00 per ton as per RHA conditions of carriage. If you require additional insurance we need to be notified in writing before consignment is released from yourselves.

ACKNOWLEDGEMENT

I accept knowledge of all the above and agree to the terms. I also acknowledge that payment to PGS Global Logistics Ltd is to be made within my agreed terms.

SIGNED.....POSITION.....

PRINT NAME.....

COMPANY.....