



Freight Loss or Damage Claim Form

CONSIGNOR (Sender)	
Name:	<input style="width: 85%;" type="text"/>
Address:	<input style="width: 85%;" type="text"/>
City:	<input style="width: 85%;" type="text"/>

CONSIGNEE (Receiver)	
Name:	<input style="width: 85%;" type="text"/>
Address:	<input style="width: 85%;" type="text"/>
City:	<input style="width: 85%;" type="text"/>

Requesters Contact details:	
Name:	<input style="width: 85%;" type="text"/>
Email:	<input style="width: 85%;" type="text"/>
Phone:	<input style="width: 85%;" type="text"/>

Description of Goods:	<input style="width: 85%;" type="text"/>
Details of Damage/Loss:	<input style="width: 85%;" type="text"/>

Claim Type:

- POD missing
- Lost in transit
- Partial delivery

- Damage
- Temperature (_____ °C)
- Other _____

Delivery Date:

Manifest/Order Ref. Number:

Claim Value: (Incl GST)

\$	
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Cost Price Value: (incl GST)

\$	
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Total Carriers Liability is \$2000.00 (incl GST) per unit of goods. For larger amounts please notify your insurer

Supporting Documents:

- A copy of the original manifest sent to CDL showing the relevant consignment
- A copy of the original invoice to your customer
- A copy of the credit note provided to your customer
- A copy of original notification to CDL regarding issue

Requesters Signature:

Date:

By submitting this form I confirm all information has been completed accurately and have not withheld any information that may affect the outcome of this claim

Claim Submission:

Email to: Claims@cdl-nz.com together with the above required supporting documents
Please note claims with incomplete information or documentation will not be processed

Terms & Conditions of Claim Submission:

Customised Deliveries (2013) Ltd's liability ends with a clean signature from the consignee on delivery. Consignment receipts marked "subject to inspection" are deemed to be an acceptance by the consignee. CDL Operations must be notified in writing of any damaged or missing stock within 24 hours of expected delivery time and photographic evidence provided. Claims can be requested for the damaged or lost item only. Ownership of product being claimed for transfers to CDL and all damaged or unsaleable product must be retained in a safe or chilled area for collection by CDL unless advised otherwise. Claims will only be paid when the product has been requested to be returned to the CDL Depot for inspection within 48 hrs of the event. If the product is requested to be returned to the customer no claim can be made. No claim will be investigated without a CDL Claim form being fully completed and supporting documentation provided as outlined above. Claims must only be submitted once. Any claim found to be submitted more than once will be declined. Claims will be automatically declined if the claim is found to contain misleading or fraudulent information. Claims will be void or declined if full information is not provided within 14 days of CDL's request or not submitted within the timeframes outlined above. The Consignor authorises CDL to contact the Consignee if required to investigate the claim. CDL will not accept claims for incidental costs, product that is unsaleable or shipped in packaging not suitable for freight carriage, the product type or quantity shipped. Claims can only be requested relating to the products shipped and when requested to be shipped in an appropriate vehicle type. Claims are settled separately will only be paid to CDL customers with up-to-date trading accounts. Under no circumstances are pending, disputed, declined or accepted claims to be deducted from any invoices due to CDL. Claim invoices issued to CDL must be at cost price of the product lost or damaged only. Temperature rejections are only accepted above 7°C (Chilled) or -12°C (Frozen). CDL will endeavour to respond to Freight Loss or Damage claims within 20 working days. By submitting a claim, the CDL customer is deemed to have accepted the Policy, Procedure, Terms and Conditions as outlined. CDL retains the right to alter and update any or all of the Freight Loss or Damage Claim Policy, Procedures, Terms and Conditions at any time without notice.

For CDL office use only

Date Claim received:	
Documents checked by:	
Claim:	Accepted / Declined
Customer advised:	
Claim value (at cost):	\$ _____

Claim loaded by:	
Claim reference:	
Authorised by:	
Date:	
Invoice loaded	Yes / No