

## Freight Loss or Damage Claim Policy & Procedure

The following is a guide to Customised Deliveries (2013) Ltd (CDL) policy and procedures relating to claims for Freight Loss or Damage. This procedure is required to be followed in the event of any claim that CDL may be liable (ie, damaged or lost goods, temperature rejection, missing POD). All claims must be submitted in writing as outlined below.

### 1) Information required

Please ensure the following information is provided and emailed to: [claims@cdl-nz.com](mailto:claims@cdl-nz.com)

- A CDL Freight Loss or Damage form
- A copy of the manifest sent to CDL showing the relevant consignment
- A copy of the original invoice to your customer (if applicable)
- A copy of the credit note provided to your customer (if applicable)
- A copy of the No POD email advice from CDL (if applicable)

Please note it is important to complete all information required above for your claim to be processed. Incomplete information will delay the processing time.

All claims must be submitted within 7 days of delivery for damage or 14 days of despatch for loss.

### 2) Claim processing

Our Claims Officer will undertake an investigation of your claim on a 'best endeavour' basis.

**Claim Accepted:** If a claim is accepted, a Claim Reference number will be emailed to the Requesters email address listed.

You will be required to provide an IRD approved invoice for the compensation value at cost price requested from CDL including the "Claim Reference no: X" on the invoice. Please note, CDL will not pay any claims without this Claim Reference number being shown on your invoice.

Email your invoice to [claims@cdl-nz.com](mailto:claims@cdl-nz.com)

**Claim Declined:** If a claim is declined we will send notification to the Requesters email together with the reasons for the decline and associated evidence if applicable.

### 3) Terms & Conditions

- 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.
- No claim will be investigated without this form being fully completed and provided with the supporting documentation 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.
- CDL will not accept claims for product that is shipped in packaging not suitable for freight carriage, the product type or quantity shipped.
- CDL must be notified of any claims for Damage within 48 hours of delivery and photographic evidence provided. All damaged product must be retained for collection by CDL unless advised otherwise.
- Claims are settled separately. Under no circumstances are pending, disputed, declined or accepted claims to be deducted from invoices due to CDL. Claim Invoices issued to CDL must be at cost price of the product lost or damaged only. 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.