



## Claims Procedures for Damaged Goods

In order for us to process your claim, we first need to assess the level of damage to the goods and confirm that the items were packaged sufficiently well for transportation via our courier. To do this we require digital images of the damaged goods and the packaging. In some cases, our carrier may also need to do a physical damage inspection. The following section gives an overview of the whole process.

### How to Make a Damage Claim

**Submit images and supporting documentation** within 3 calendar days of delivery as follows:

Provide clear images of:

- External packaging. Be sure to include images that show any damage to the external packaging, such as dents or tears.
- Internal packaging (showing how each item was packaged) including images that show any damage to the internal packaging, such as dents or punctures.
- Any damage to the item/s.

Submit supporting documentation to confirm the repair or replacement value of the damaged item(s), e.g. a purchase receipt. You should also submit any extra information that may be used to support your claim (for example if the goods were packaged in the original manufacturer's packaging). This type of information will be very useful to support your claim.

We will review all the evidence provided and respond within 7 working days and confirm whether a physical damage inspection will be required.

#### 1. If a damage inspection is required:

We'll arrange for the courier who delivered your shipment to collect the goods within 5 working days and conduct a damage inspection. The courier will hold your goods for no longer than 5 working days, before returning them to you.

The goods should not be moved from the delivery address or disturbed. They should always be left in their original packaging ready for the carrier to collect. If the goods are moved from their delivery location, or you discard any part of the packaging, then your claim will be void.

#### 2. If we reject your claim:

We will always provide a full explanation.



You always have the right to appeal. Please note, in order to appeal you need to provide additional evidence that has not already been provided, to support your appeal.

**3. If we accept your claim:**

We will send you a claim form which you must return to us within 14 calendar days. When completing the claim form please ensure you include:

- **If your goods are repairable:** A quote or invoice for the repair costs.
- **If your goods are not repairable:** Proof of replacement value such as an invoice or purchase receipt.

We will then process your claim within 14 calendar days.

Paul Levinson

A handwritten signature in black ink, appearing to read "Paul Levinson". The signature is written in a cursive style with a long horizontal stroke at the end.

Managing Director