



## CLAIM REQUIREMENTS

**Before submitting any claims** please ensure you can provide the following required forms of evidence otherwise the claim may not be accepted:

**Proof of loss: Email, letter, fax from the recipient of the goods** stating they did not receive the goods; a copy of a dispatch note/collection manifest for replacement goods; a copy of a credit note being raised to the recipient to refund the cost of the lost items.

**Proof of value: Original supplier/wholesalers invoice (this needs to exclude VAT and profit margin).**

**Proof of damage: Photographic evidence of damage.**

Should you require clarification on any of the above please contact **Customer Claims on 08456 49 49 49**

## LIMITS OF LIABILITY

Unless otherwise stated in writing or extra insurance is purchased the limits of liability are:

£100 per consignment if the consignment is less than 50kg and £2 per Kg if the consignment is greater than 50kg

We are not liable for any prohibited items

We reserve the right to replace or repair damaged items if practical.



## CLAIM NOTIFICATION PERIODS

All claims must be notified in writing (E-mail or Fax) within a contracted timeframe.

The initial claim notification advises us of your intention to claim. This is followed by proof of loss, proof of damage and proof of value.

Notification Type	Timescale
Intention to claim	2 working days from the expected delivery date
Proof of claim and value	5 working days from the expected delivery date

## CLAIM PROCESS





## 9. LIABILITIES

9.1 Subject to paragraphs 9.3 to 9.6 and 10 below, PARCEL POST DEPOT'S liability arising from any negligent act, omission or breach resulting in loss of or damage to a Consignment shall not exceed the cost price of the Consignment or part thereof and shall be limited as follows:

9.1.1 In the event of loss of or damage to the whole of a Consignment, PARCEL POST DEPOT'S liability shall will be limited to whichever is the less of:

- £10 for every kilogramme of the gross weight (or volumetric weight if we charge by this measure) of your goods (rounded up to the nearest kilogramme);
- the value of the goods; or
- the total amount of liability specified in clause 12e of the Terms and Conditions of Carriage. 'Value' means the value of the goods, based on:
  - the cost you bought the goods for, less an amount for depreciation (loss of value) and wear and tear;
  - the cost of any necessary repair; or
  - the cost of replacing the goods; whichever is less, as decided by us.

9.1.2 The total liability shall not exceed the greater of (i) £100 and (ii) where the Consignment is over 50 kilograms in weight a rate of £2 per kilogram; and

9.1.3 in the event of loss of or damage to part of a Consignment, PARCEL POST DEPOT'S liability shall be calculated pro-rata in accordance with condition 9.1.1 and 9.1.2 above.

9.2 Subject to paragraphs 9.3 to 9.6 and 10 below, in the event of any other Claim made under these Conditions other than in respect of delay, loss or damage to a Consignment or mis-delivery or non-delivery of the Consignment, PARCEL POST DEPOT'S maximum liability under these Conditions shall be limited to £50 per Consignment.

9.3 PARCEL POST DEPOT shall have no liability whatsoever unless the Customer commences legal proceedings within 12 months from the date the Consignment was collected for Carriage.

9.4 Neither party shall in any circumstances howsoever arising be liable to the other or to any third party for (i) consequential loss or damage; (ii) indirect loss or damage; (iii) incidental loss or damage; (iv) economic loss of any nature; (v) loss of income; (vi) loss of profits whether direct or indirect; (vii) loss of interest; (viii) loss of future business; (ix) loss of goodwill and (x) loss of sales or turnover.

9.5 Nothing in these Conditions shall restrict or exclude liability of the Customer or PARCEL POST DEPOT for (i) death or personal injury caused by that party's negligence; (ii) any fraudulent act, fraudulent omission or fraudulent misrepresentation by that party or its officers, employees, subcontractors, agents or representatives; and (iii) any other liability that cannot be limited or excluded by law.

9.6 The Warsaw and Montreal Conventions may apply to the Carriage and may further limit the liability of PARCEL POST DEPOT

## 10. CLAIMS PROCEDURE

10.1 The Customer shall comply with the claims procedure as published on PARCEL POST DEPOT'S website at [www.parcelpostdepot.co.uk](http://www.parcelpostdepot.co.uk), as amended from time to time.

10.2 PARCEL POST DEPOT shall be entitled to require proof of the cost price and if applicable the weight of the whole or any part of the Consignment.

10.3 All claims for damage to a Consignment or partial loss of Consignment must be notified to PARCEL POST DEPOT by the Customer in writing within 2 days of the date of delivery full details of the claim must be provided within 5 days of the expected date of delivery.

10.5 Should the Customer fail to comply with the time limits specified in paragraphs 9.3 or 10.3, then PARCEL POST DEPOT shall have no liability whatsoever.

For Help Call  
Our Customer Support  
Team on

0845 649 4949

Or E-Mail  
[claims@parcelpostdepot.co.uk](mailto:claims@parcelpostdepot.co.uk)

