



CLAIM FORM

lost or damaged cargo

To enable us to process a claim where we have insured the goods for you, or to consider any claim for cargo lost or damaged whilst it was in our care, custody and control, please complete this form without delay and return it, together with supporting evidence.

Name and address of company making claim		Consignment reference	Claim reference
		Assessor's reference	Broker's reference
Contact name / Job title		Name and address of Consignee	
Telephone number	Fax number		
Email address			
Your reference			
Detailed description of goods lost or damaged			
Total weight of consignment		Total weight of goods lost or damaged	
Value of consignment		Value of goods lost or damaged	
Possible salvage value of the damaged goods*		Please show how you calculated the value of the lost or damaged goods (including amounts claimed for transport costs where applicable)	
Where are the damaged goods available for inspection			
Please describe details of the loss and/or extent of the damage			
<u>Evidence of loss or damage (Tick and attach)</u>			
Proof of cost price & commercial invoice	<input type="checkbox"/>	Photographs of damaged goods	<input type="checkbox"/>
Claused & signed collection or delivery note showing goods were missing or received damaged	<input type="checkbox"/>	Survey / salvage report	<input type="checkbox"/>
Evidence of weight	<input type="checkbox"/>		
ALL MUST BE PROVIDED TO AVOID REJECTION OF THE CLAIM			
Were we instructed in writing to insure the goods for all risks? YES <input type="checkbox"/> NO <input type="checkbox"/> Tick as applicable please attach a copy of the conditions of insurance liability PLEASE READ R.H.A. STANDARD TERMS AND CONDITIONS OR THE C.M.R. CONVENTION TO THE CARRIAGE			
PLEASE SIGN THIS FORM Name..... Signature..... Date.....			
GDPR Statement. The above information will be used for claims purposes and shared with third parties solely for this purpose			

*It is your responsibility to hold the goods for inspection and any possible salvage sale pending settlement of the claim or until otherwise instructed. If the claim is for the full cost of the product, the insurers or the liable Palletline member has the right to have the goods returned to them before settling the claim.



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Submission of Claim Form

- Attached is a form that must be completed to enable us to deal with any claim you wish to file for damage or loss of product.
- We must be notified within 7 days of delivery of your intent to claim. A fully completed claim form and all requested evidence must then be received within 14 days of the delivery. These timescales are strict and failure to abide by these will result in the claim being rejected.
- Submission by email is preferred – please email “FAO Claims Admin” to our traffic department traffic@lawdistribution.co.uk.
- The minimum claim limit is £55. Any claim which falls under this limit will be rejected. This is an amendment to RHA Conditions of Carriage 2020 12.1.c.ii
- All goods are carried under the current RHA Conditions of Carriage 2020. This limits our liability for loss or damage to a consignment to the cost price of the goods damaged or £1300 per tonne, whichever is the lesser.
- Please be aware that a claim will not be considered against a clean Proof of Delivery – this includes the word “unchecked”. If the delivery point has not claused the POD regarding damage or loss then no claim will be considered. Claims for ‘concealed’ damages may be considered but must be notified within 24 hours of the delivery with accompanying photographic evidence.
- Claims are settled on an individual basis. We will do all we can to ensure that your claim progresses as quickly as possible. We appreciate that the time-scale involved in finalising claims referred to our insurers can be frustrating. However this is not grounds to withhold monies due for payment under our standard terms of trading. [See RHA Conditions Of Carriage 2020 9.(2)]

Law Distribution Ltd.