

# **courier logistics**

## **THE COMPLETE LOGISTICS SOLUTION**



CLAIMS PROCEDURE & INSURANCE INFORMATION

## APC OVERNIGHT CLAIMS OVERVIEW

- Standard cover up to £100.00 for any consignment with the exception of Mail packs & Courier packs
- Mail packs & Courier packs standard cover of £50.00



# INFORMATION REQUIRED TO CLAIM FOR **DAMAGE**

- Confirmation of intent to claim to be supplied within **3 working days**
- **Cost invoice** (If goods are manufactured on site a breakdown of the cost is required on a letter head)
- Sales invoice
- Full description of goods & packaging are required
- Satisfactory photographic evidence



# INFORMATION REQUIRED TO CLAIM FOR **LOSS**

- Confirmation of intent to claim to be supplied within **20 working days (3 working days for a part loss)**
- **Cost invoice** (if goods are manufactured on site a breakdown of the cost is required on a letter head)
- Sales invoice
- Full description of goods & packaging are required
- Satisfactory photographic evidence **if possible**



## QUALIFYING INFORMATION

Claim expiry dates are provided on submission of your claim. These are not flexible, should information not be provided before the given date the claim will be closed.

Claims are subject to APC terms & conditions. Provided on sign up or request.

Consignments must be sent on the correct service and be sufficiently packaged to proceed for claim.

**TRACK & TRACE** - Scans must be present in order for a claim to take place as proof of despatch.



## ADDITIONAL NOTES

**PRINTING COMPANIES** - APC will only pay for the matter not the manufacturing costs and labour.

**ANY ADDITIONAL REPRINTING COSTS WILL NOT BE CREDITED.**

### EXAMPLE

**IF 250 COPIES ARE LOST OR DAMAGED OUT OF 1000 YOU WILL ONLY BE ABLE TO CLAIM FOR THE 250.**



## PALLET TRACK CLAIMS OVERVIEW

- Standard cover £5.00 PER KILO up to 1000 KILO

Settlement figure will be calculated from weight of the damaged pallet (s) up to the cost amount.



# INFORMATION REQUIRED TO CLAIM

- Written confirmation of the intent to claim dated within 7 days of delivery including consignment number, delivery address and weight of damaged goods.
- 12 months from submission to provide any remaining evidence/information requested.
- Cost invoice
- Sales invoice
- Satisfactory photographic evidence





## ADDITIONAL INFORMATION

All damaged goods must be returned to the hub prior to a settlement being made. If the goods are disposed of the claim maybe dismissed or settled at a reduced rate.

Goods are returned to the hub for salvage. Collection of damaged goods and replacement consignments can be made FOC.

Claims are subject to RHA terms & conditions that are provided on sign up or on request.

Sufficient packaging is required to proceed with any Claim.

