

Our loss and damage claims process

Your quick guide

New Zealand Couriers strives to handle each individual parcel with the utmost care - this guide is to help you understand the process in the unusual event of loss or damage. Please note, this guide is intended to serve as an overview of the process as it does not document all the specific steps and actions involved. For our specific terms and conditions please, refer to our Conditions of Carriage.

Key points you need to be aware of:

Claims Deadline – You need to let us know within 7 days of delivery for damage queries and 14 days of despatch for loss queries. If you do not contact us within these timeframes we will be unable to accept your claim.

What is Required to Make a Claim? – Please include your courier ticket number with your claim. Without the ticket number, we cannot accurately trace the consignment and subsequent claims will be denied.

Who Should Make the Claim? – Our customer must be the person making contact with customer services, not the receiver.

Maximum Claim Limit – Our maximum claim value is \$2,000 per consignment including GST, regardless of the value of the goods.

Items We Don't Accept Claims On – Under our Conditions of Carriage, New Zealand Couriers does not accept claims on consignments considered 'High Risk Items'. If you send these items through our network it is done at your own risk, you will not be able to make a claim for them if something happens.

Examples of high risk items are:

- Bullion, cash, coins
- Negotiable instruments (such as vouchers)
- Securities or bearer securities
- Fragile goods, particularly glass
- Second hand car parts
- Antiques, paintings, or any works of art
- Stocks, bonds
- Dangerous Goods
- Perishable items
- Credit cards, uncrossed cheques, traveller's cheques
- Passports
- Items over 1.8m in length
- Precious stones, jewellery

Claims on Second Hand Goods – If a claim is made for second hand goods, you will be entitled to claim for the depreciated value of the goods (not the cost of a brand new item), excluding items which we don't carry such as the examples given in the above section.

Responsibility for Packaging an Item – In the case of damage claims, if we deem that the packaging on an item is insufficient, your claim will be declined. For advice and guidelines on minimum packaging requirements, please speak to your Sales Representative or refer to the packaging and labelling guidelines on our website.

Making a claim - The Claims Process

We have two general categories for claims, 'Missing Items' and 'Damaged Items'. If an item fails to reach its destination and we cannot find it, we begin our 'Loss Claims' process (section 1).

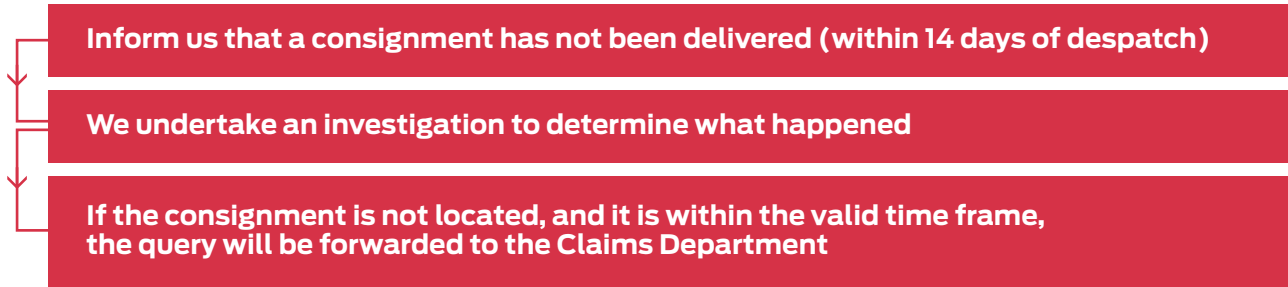
If an item arrives at its destination damaged and you feel it is our fault then please refer to our 'Damage Claims' process (section 2).

If either of these processes find that it is appropriate for us to offer compensation, a member of our Claims Department will take you through the 'Claims Process' (Working out Compensation - section 3).

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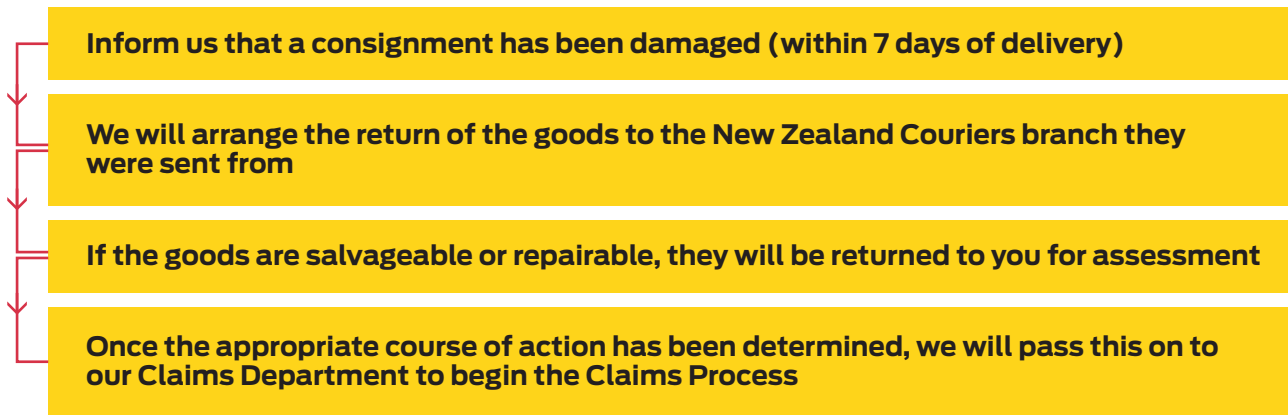
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(Section 1) - If an item fails to reach its destination: The 'Loss Claims' process



(Section 2) - If an item arrives damaged: The 'Damage Claims' process

Please note: New Zealand Couriers require the item to be returned in its original packaging directly from the receiver to determine how the damage could have occurred.



(Section 3) - Working out compensation: The Claims Process

Once either the 'Loss Claims' process investigation or 'Damage Claims' process investigation has been worked through, our Claims Department will start the 'Claims Process' by sending you a letter. This letter will ask you to supply us with the following information:

- A copy of the invoice for the item from your Supplier (as we pay at cost)
- An invoice to New Zealand Couriers charging us the cost price for the goods on claim

Once we have these documents we will process them and, depending on our investigations, inform you whether the claim is accepted or declined as soon as possible. If you have any queries or concerns at all during this process, please feel free to contact a member of our Claims Team who will be happy to help.



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