

## Insurance Claims Terms & Conditions

### Time Limits for Submission of Claims under RHA Conditions of Carriage 2009

Any damage, partial or full loss of a consignment must be notified to the claims department, in writing within 7 days of the termination of transit.

The claim must be submitted within 14 days of the termination of transit.

### Level of Cover under RHA Conditions of Carriage 2009

We operate under RHA Conditions of Carriage 2009 which limits our liability to £1,300 per tonne (£1.30 per kilo) and all claims are calculated at cost price only.

We are not liable for any consequential loss as noted in our terms and conditions.

Should you wish to insure your goods at a higher rate than this all levels and costs can be found on your tariff.

**Please note that a minimum claim of £50 applies to any consignment.**

### How to Submit a Formal Claim for Damage or Loss

Please email [Claims@expectdistribution.com](mailto:Claims@expectdistribution.com) to advise that you wish to make a claim.

On receipt of your email we will respond with a claim form to be completed.

### What Supporting Evidence is to be Sent in Addition to the Claim Form?

All submitted claims need to be supported with evidence which consist of all of the following. Please note that without this information claims cannot be processed.

- Sales invoice to the customer.
- Purchase invoice or a breakdown of manufacturing/production costs.
- Confirmation of repair costs (if relevant).
- Photos of any damage.
- Evidence of weight.
- Evidence of and salvage/mitigation or repair.
- Please note that all damaged (non-repairable items) **must** be retained until the claim is finalised.
- Photographs showing damage to the product.
- A letter of intent to claim, dated within seven days of transit.