

Palletline Limited

Customer Claim Notification Form

The network does not insure the goods. We strongly recommend that all parties involve their own insurers without delay

TO BE COMPLETED BY CLAIMANT & RETURNED TO:

Claimant Name and Address:

Goods Owners Name and Address (if different from claimant)

Contact Name

VAT Registered:

Yes

☐

No

☐

Telephone No.

Email Address:

Is this the first written notification of this incident to us?

Yes

☐

No

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If you have advised previously please confirm when so we can tie up paperwork and avoid asking you for something twice.

Consignment Number (if known)

Your Ref. (if different)

Date of Despatch:

Date of Incident:

About the Incident

Nature of Claim:

Damage

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Shortage

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Non-delivery

☐

Other

☐

Full description of goods lost, mis-delivered or being claimed as damaged

How were the goods packed and secured to the pallet? Please provide photos if available

Full description of what happened

Collection Address

Delivery Address

Where can damaged goods be inspected if required?

Total weight of Consignment
(and evidence of this if possible)

Kgs

Weight of missing/damaged goods
(and evidence in support)

Kgs

Total cost price value of
the Consignment

£

Cost price value of
missing/damaged goods

£

Amount Claimed £

Is there any salvage value? £

You are under a common law duty to mitigate your claim where possible and not to simply “abandon” the goods. Please comment

We will expect the delivery note to have been claused confirming goods were damaged or a short at the time of delivery.

Palletline Limited or its members and/or their insurers reserve the right to inspect damaged goods.

You must hold the goods for inspection/return until otherwise instructed.

Essential Documents (Tick Box)

Your Suppliers **COST PRICE** invoice (or evidence of the profit margin)

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The principle is that you can only claim for the cost of the goods to you – so that you do not make a profit twice from the same incident.

Your **SALES** invoice showing price paid by your customer

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If you re-supply your customer you will make a profit from that sale.

If you are the manufacturer then please provide independent evidence to support your cost price/profit/mark up

You can submit a claim for the net cost of the goods for consideration (subject to RHA conditions of carriage).

Your **WRITTEN** notification of your intention to claim*

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These are the RHA time limits – we trade with you under RHA Conditions.

- If you are not the owner of the goods but have arranged the carriage then please also provide the following:
 - a. Copy of the goods owners written intention to claim to yourselves
 - b. Evidence that you have settled the goods owners claim
 - c. Copy of the agreed carriage contract you have with the goods owners.
- This must be within 7 days (ideally within 24 hours if goods were signed for undamaged)

If you do not provide the appropriate information and documents within these timescales, we (or our insurers) may not be liable to meet any claim.

If NOT within 7 days of incident, a written explanation for the delay will be required.

For DAMAGED goods – Photographic evidence

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To allow insurers to assess the extent of damage and consider the salvage value if any.

If the claim is for multiple items then please provide good quality photographs evidencing damage to the goods being claimed.

Signature:

Date:

Print Name:

NB *Written notification of your claim must be made within RHA Time Limits as stated above.

This form is to give you guidance as to what information is required.

Any delays in providing information as shown WILL result in delays in dealing with your claim and can result in the claim not being admissible.