

Standard Liability Cover

In the unlikely event that a consignment is lost or damaged whilst in our care it is important to be aware that our liability is strictly limited. The conditions for this are as follows:

The amount of standard liability cover is £13 per kilo carried, so the maximum payout on a 10kg consignment is £130 (less the excess). All claims are subject to a £50 excess.

Claims for damage/shortage must be registered within 2 days of delivery. Claims for total loss must be registered with 7 days of despatch. **Claims cannot be made for goods that have been signed for in good condition by the consignee.**

We will handle all of the claims procedures including filing of a claim form and sending all documents to our central hub who administer the liability cover. We will require from yourselves the following:

A formal claim letter from yourselves holding Acclaim Parcels responsible and requesting that a claim be made on your behalf.

A Retail Invoice showing the sale price of the goods to your customer.

A Cost Price Invoice showing the cost to yourselves from your suppliers. However, if you are a manufacturer of goods a letter from yourselves stating that you are a manufacturer on headed paper, signed, showing the cost of manufacture is acceptable. **The cost price is all the insurers will reimburse NOT cost plus profit. Also please be aware that this is not an old for new policy and you will only be reimbursed for the goods current value.**

Please note that other exclusions apply but generally liability cover does not cover Currency, Bullion, Money Orders, Cashiers Cheques, Travellers Cheques, Stamps, Precious Metals, Precious Stones, Jewellery, Watches, Antiques, Works of Art, Glass, Wines & Spirits, Tobacco, Perishables, Furs, Firearms, Plasma Screens. Acclaim Parcel Express (Southampton) Ltd does not have exposure or liability for any claim, which is deemed to be consequential loss.

If the goods that you are sending are particularly valuable or do not weigh much in relation to their value eg. Laptop Computers then increased liability cover is available at a cost of £4.50 per £1000 cover with a minimum of £7.50.

Increased Liability Cover is available up to a maximum value per consignment of £15,000 except in the case of computer equipment, peripherals, software, mobile telephones and accessories, or other audio – visual equipment where the maximum liability cover available is £3000.

Please note that all goods travelling overseas do so **without any** liability cover from ourselves. Due to new legislation that came into force on 14 th January, 2005 we are unable to provide insurance cover, we cannot recommend an insurer and we are not permitted by the FSA to comment on the suitability of any policy.

These sheets are for guidance only, for full details please see our terms and conditions of carriage which apply to **all** shipments.

