



All Other Enquires

If you have any other queries other than Proof of Delivery, Damages/Partial loss you need to lodge a System Improvement request with our Customer Service Team.

Information required for all other enquires

Date of Delivery

Consignee

Consignment Note Number

Full details of the issue

Your contact details, Name, Email Address, Phone Number

(If you do not have your own System Improvement request form,

Please use the Feedback form provided on the website)

Once the correct information is received, our Customer Services Team will then start a full investigation. This may take a few days.

Once the investigation is complete, all details of Cardinal's findings will be communicated back to the person who requested the information, depending on the outcome of this investigation a decision will need to be made on whether a claim is lodged.

**Please send all System Improvement Requests to:
Customer Services – Tui Sefo
Email: tuis@cfd.co.nz**