



## Claims Procedure

**Types of Claims:** - Damages - Partial Loss - Proof of Delivery missing - Lost Consignment

If you are seeking a claim for any reason you consider Cardinal to be liable for (i.e. damaged goods, lack of POD etc) you are required to fill in a 'Claim Form' which can be found on our website, please ensure that all relevant documentation is included with the claim form to ensure your claim is processed promptly. Any claims received without sufficient information will be returned.

All claims to Cardinal Logistics are to be at the cost value of product lost or damaged.

**Please Note:** *Cardinal Logistics liability ends with a clean signature from the consignee on delivery.* Consignments endorsed 'Subject to Check', will not be accepted, as it is the receiver's responsibility to check the consignment on delivery. Drivers will wait a reasonable amount of time in order for the receiver to check the order. Cardinal Logistics does not accept liability for improperly marked/wrongly addressed packages.

Breakdown of documentation required with your Claim Form

Claim invoice – This is an invoice to Cardinal at cost value of product.

Invoice to customer – This is a copy of your invoice to your customer, or proof that the invoice to Cardinal is at cost value.

Supporting Documentation – This can be any or all of the following – Proof of Delivery request, Damage Notification, System Improvement forms, copies of correspondence to/from Cardinal, photos of damages. The more information you send the quicker your claim will be resolved.

**Note:** *Cardinal Logistics Total Carriers Liability is limited to \$1500 (incl GST) per unit of goods. For larger amounts please notify your insurance.*

Claims are to be settled separately and must not be deducted from our freight account with you.

**Claim Accepted:** If your claim is accepted your invoice will be forwarded to our Accounts Payable for payment.

**Claim Declined:** If your claim is declined we will send you a declined letter. In it we will outline our reasons with appropriate evidence. If you believe the decision is incorrect and you have extra supporting information that you wish us to look at you can email your request to the Claims Administrator.

**Please send all Claims to:  
Claims Administrator – Johanna Parsons  
Email: [johannap@cfid.co.nz](mailto:johannap@cfid.co.nz)  
Fax: 09 970 5564  
Post: P O Box 58145 Greenmount 2141**