



## Damage/Partial Loss Enquiry

If you have a query for damages/partial loss you need to lodge a System Improvement request with our Customer Service Team.

**Please note: Written notification of Damages/Partial loss must be made within 30 days of the delivery date.**

**Information required for a Damage/Partial Loss Request**

Date of Delivery

Consignee

Consignment Note Number

Full details of the damaged/lost stock

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@cfid.co.nz](mailto:tuis@cfid.co.nz)**