



## Proof of Delivery Enquiry

If you have a query for a Proof of Delivery (POD) or have been alerted by your customer of an undelivered product you need to make a POD request to our Customer Service Team.

**Please note that POD's must be requested within 6 months of the delivery date.**

Cardinal Logistics are happy to search for any that are within this timeframe, at no charge.

For POD's that fall outside of this 6 month time period there is a charge of \$20.00 per POD search.

**Note:** *If a subcontractor has done the delivery, their POD charges will apply.*

### **Information required for a Proof of Delivery Request**

Date of Delivery

Consignee

Consignment Note Number

Your contact details, Name, Email Address, Phone Number

(If you do not have your own POD request form,

please use the Feedback form provided on the website)

Once the correct information is received, our Customer Services Team will then perform a routine search for the POD.

**POD Found:** When the POD is found this will be sent to you at the earliest possible time.

**POD Not Found:** If the POD cannot be found through a routine search we will send you a emailed letter indicating we have not found the POD. This letter is important; it will be needed for you to submit a formal claim request.

**Note:** *A lack of a POD at this stage is not an admission of liability by Cardinal Logistics. We still require a claim to be submitted.*

### **Proof of Deliveries over 6 months old**

Cardinal Logistics will search for all POD's on a 'Best Effort' basis, which is we will do our utmost to locate the POD. However, if we are unable to locate the POD for a delivery that is over 6 months old, we will not accept responsibility for non-delivery, and you will still incur the \$20.00 charge for the search involved.

**Please send all Proof of Delivery Requests to:**

**Customer Services – Tui Sefo**

**Email: [tuis@cfld.co.nz](mailto:tuis@cfld.co.nz)**