

TOLL CLAIMS GUIDE

This guide is to help you understand the process in the event of loss or damage to your parcel or freight.

When making a claim, please remember:

Claims Deadline - You need to let us know your intent to claim within:

- ◆ 7 days of delivery for damaged deliveries endorsed at time of delivery,
- ◆ 48 hours for any concealed damage, and
- ◆ 14 days of despatch for any lost shipments.

If you do not contact us within these timeframes we will be unable to accept your claim.

Who Makes the Claim - Our customer (Freight payer) must be the person to make contact with the Toll Customer Service Team (0800 865 569), not the receiver.

Claim Maximum - Our maximum liability for any claim for a "unit of goods" is NZ\$2,000, including GST (in accordance with the Contract and Commercial Law Act 2017), regardless of the value of the goods.

Items we do not accept - Under our Conditions of Carriage, we do not accept claims on consignments considered "High Risk Items". If you send these items through our network it is done at your own risk, you will not be able to make a claim for them if something happens.

Examples of high risk items are:

- ◆ Currency
- ◆ Negotiable instruments (such as vouchers)
- ◆ Dangerous Goods
- ◆ Windscreens & Car Panels
- ◆ Glass (including bottles and their contents)
- ◆ Perishable items
- ◆ Precious Stones, metals and jewellery
- ◆ Fragile goods, porcelain, china, ceramic, crystal, marble or enamel
- ◆ Antiques, Paintings or any works of art

Second Hand Goods - If a claim is made for second hand goods, you will be entitled to claim for the depreciated value of the goods (not the cost of a brand new item), excluding items which we don't carry such as the examples given in the section above

Packing Your Item Correctly - In the case of damage claims, if we deem that the packaging on an item is insufficient, your claim will be declined. For advice and guidelines on minimum packaging requirements, please speak to your Sales Representative or refer to the packaging and labelling guidelines on our website.

How to make a Claim:

We have two general categories for claims:

1. **Lost Items** - If an item fails to arrive at its destination and we cannot find it, we begin our "Lost Claims" process (section 1).
2. **Damaged Items** - If an item arrives at its destination damaged and you feel it is our fault then refer to our "Damage Claims" process (section 2).

If either of these processes find that it is appropriate for us to investigate further and offer compensation, a member of our Claims Department will take you through the "Claims Process" - section 3, which includes determining compensation.

For further details please refer to our Toll Claims Process

TOLL CLAIMS PROCESS

To make a claim follow the notification steps in **either** Section 1 or Section 2. Once your claim has proceeded through section 1 or 2, it will then progress to section 3 - Claims Investigation Process.

Section 1 - The "Lost Claims Notification" process

- Step 1.** Inform us that a consignment has not been delivered (within 14 days of despatch).
- Step 2.** We undertake an investigation to determine what happened.
- Step 3.** If the consignment is not located, and the notification was within the valid time frame, the query will be moved to the Claim Investigation Process.

Section 2 - The "Damage Claims Notification" process

Please note: Generally Toll require the item to be returned in its original packaging directly from the receiver to determine how the damage could have occurred.

- Step 1.** Inform us that a consignment has been damaged - if visible at time of delivery note it on the POD, if concealed damage within 48 hours.
- Step 2.** We will arrange the return of the goods to the Toll branch they were sent from.
- Step 3.** If the goods are salvageable or repairable, they will be returned to you for assessment.
- Step 4.** Once the appropriate course of action has been determined, the query will be moved to the Claims Investigation Process.

Section 3 - The "Claims Investigation" process

Once either the Lost Claims Notification or the Damage Claims Notification process has been worked through, our Claims Department will start the "Claims Investigation" process by sending you correspondence asking you to supply us with the following information:

- ◆ A completed Toll Claim Form
- ◆ A Copy of the invoice for the item from your Supplier (as we pay at cost)
- ◆ A Copy of the invoice for the item to your Recipient
- ◆ An invoice to Toll charging us the cost price for the goods on claim
- ◆ For claims classified as "Loss" greater than \$500 a Declaration to be completed by the receiver
- ◆ For all claims classified as "Damaged" photographs of damage and packaging

Once we have these documents we will process them and depending on our investigations, inform you whether the claim is accepted or declined as soon as possible. If you have any queries or concerns at all during this process, please feel free to contact a member of our Claim Team who will be happy to help.

For further information please refer to the Toll Claims Procedure, or if you have any questions you can email us at tollnzclaims@tollgroup.com

Remember to include your Freight payer code and consignment note number.