

Customer Claim Notification Form

TO BE COMPLETED BY CLAIMANT & RETURNED TO:

FreightForce Distribution, Unit 1A Guardian Road Ind Est, Norwich, NR5 8PF. Fax: 01603 622045

Claimant name and address:									
Contact name				Vat Registered :	Yes/No				
Telephone/Fax no.				Email address					
About the Incident									
Is this the first written notification of this incident to us? YES/NO									
If you have advised previously please confirm when so we can tie up paperwork and avoid asking you for something twice									
Consignment Number (if known)				Your Ref (if different)					
Date of Despatch:				Date of Incident					
Nature of claim	Damage		Shortage		Non-delivery		Other		
Full description of goods									
How were the goods packed and secured to the pallet?									
Full description of what happened *									
Collection Address				Delivery Address					
Where can damaged goods be inspected?*									
Total weight of Consignment (and evidence of this if possible)				Kgs	Weight of missing/damaged goods				Kgs
Total cost price value of consignment	£				Cost price value of missing/damaged goods	£			
Amount claimed	£				Is there any salvage value?				Please comment

* We will expect the delivery note to have been claused confirming goods were damaged or short at the time of delivery
 *You must hold the goods for inspection/return until otherwise instructed.

Essential Documents (Tick Box)	Notes
Your Suppliers COST PRICE invoice (or evidence of your profit margin)	The principle is that you can only claim for the cost of the goods to you – so that you do not make a profit twice from the same incident. If you re-supply your customer you will make a profit from that sale. You can reclaim from us an amount up to the net cost of the goods to you (subject to RHA limitations)
Your SALES invoice showing price paid by your customer	
Your Written notification of your intention to claim. This must be within 14 days (7 days if goods were signed for undamaged and complete) If NOT within 14 days of incident, a written explanation for delay is required	These are RHA time limits – we trade with you under RHA Conditions. If you do not provide the appropriate information and documents within these timescales we (or our insurers) may not be liable to meet any claim.
For DAMAGED goods - Photographic evidence	To allow insurers to assess extent of damage and consider salvage value if any.

Signature		Date:	
Print name			

NB Written notification of your claim must be made within RHA Time Limits as stated above.

This form is to give you guidance as to what information is required

Any delays in providing information as shown WILL result in delays in dealing with your claim and can result in the claim not being admissible.