

CUSTOMER PROCEDURE TO CLAIM FOR SHORT DELIVERY (LOSS) / DAMAGED GOODS

As part of our commitment to provide a high standard of customer service, the following principles and procedure are applicable to streamline our Claims Process.

GENERAL PRINCIPLES

- Customers are to ensure that their claim falls within the provisions of the **F.P. Du Toit Transport Group's, Transport Terms and Conditions/Conditions of Carriage. .**
- Ensure that **their suppliers also are familiar** with these Terms and Conditions/Conditions of Carriage.
- The Customer/Supplier/Courier Company delivering the consignments is responsible for the off-loading of consignments and also to ensure that all **consignments are properly and sufficiently packaged, wrapped, bundled together, secured, etc. and marked.** The invoice number must be written on the consignment for us to check and verify each and every consignment against the supplier invoice before the customer/supplier/ Courier Company leaves our premises.
- Consignments which **are not properly packaged, secured, incomplete or damaged or consignments which could not be verified against supporting documents, will not be accepted** until such a time that it has **been packed properly** or until the Customer/Supplier **supplies us with a letter/e-mail indemnifying Wesbank Transport against claims for loss or damages** which may occur because the goods were not properly and sufficiently packaged.

CLAIMS WILL NOT BE ENTERTAINED IN CASES WHERE:

- The Customer opted **not** to take out additional insurance as per the Terms & Conditions.
- The waybill/proof of delivery **has been signed that goods were received in good order.**
- The Customer/Supplier/Courier Company left the premises before Wesbank Transport has completed all checking procedures or if staff was not granted the opportunity to check and verify the goods.
- **Additional insurance** as per our Terms & Conditions were not taken out for **fragile products** such as glassware, pottery, electronic equipment, as these **are transported at own risk**
- Where plastic or tin drums, containing any form of liquid or paint, have not been palletized and properly shrink wrapped.
- The claim has not been submitted within 5 working days after delivery.

Should all the above have been adhered to and you wish to submit a claim for damaged/short delivered goods, the following procedure must be followed:

CLAIM SUBMISSION PROCEDURE:

- The **fully completed claim form together with all the stipulated documents** should be submitted to our Claims Department within **Five (5) working days** of receipt of cargo to claims@wesbanktransport.com or alternatively it can be hand delivered to our offices Wesbank Transport No2, C/o Mulderine & Ben Amathila Avenue, Walvis Bay for **attention of the SHEQ Manager.** **Claims not submitted within the time frame, will not be considered.**

DOCUMENTS TO BE SUBMITTED TOGETHER WITH CLAIM FORM

- **Formal claim statement** - A letter which describes the circumstances of the claim and an itemized list of the loss/or damage as well as an indication as how you want us to resolve the claim.
- **Pictures of Damages** – Pictures of damages to support your claim
- **Waybill(s)/Proof of delivery** which indicate shortages/damages- **No claim will be entertained if waybill/proof of delivery has been signed that the goods were received in good order.**
- **Invoice** addressed to Wesbank Transport a Division of F.P Du Toit Transport (Pty) Ltd, PO Box. 2916, Walvis Bay, for replacement of the damages/short delivered items or repair thereof (if applicable).
- **Banking Details**
- **The damaged cargo must also be returned to us before any settlement to be considered.**

We aim to provide you with a formal decision on whether your claim will be entertained or not, within **Fifteen (15) working days** after receipt of the required documents and damaged goods (if applicable).

If it has been decided to reimburse the customer for the loss/damage, payment will be made within **TEN (10) working days**.

What to do if you're not satisfied with the response?

We aim to supply you with a satisfactory answer however, this may not be always possible and in such case the following procedure must be followed:

Stage 1 – Business Unit Manager review

If you are not satisfied with the reply you have received from the SHEQ Manager, you may request the Business Unit Manager to review your case. An e-mail stating the reasons for your dissatisfaction must be sent to management@wesbanktransport.com as well as claims@wesbanktransport.com.

Stage 2 – Group Risk Committee review

If you are not satisfied with the reply you have received from the Business Unit Manager, you can request the Group Risk Committee (email: fpclaims@fpdt.na) to review the response you have received.

Please note a review by the Business Unit Manager or the Group Risk Committee, may take up to 21 working days to allow for thorough investigation of the case.

CLAIM SUBMISSION FORM

GENERAL INFORMATION

COMPANY NAME _____ TELEPHONE NUMBER: _____
CONTACT PERSON: _____ E-MAIL: _____
ACCOUNT NUMBER (If applicable): _____
ADDRESS: _____

TRANSPORT INFORMATION

WAYBILL NUMBER _____
DATE TRANSPORTED _____
YOUR INVOICE NUMBER _____
NAME OF DRIVER WHO DELIVERED THE GOODS _____

REQUIRED DOCUMENTATION CHECKLIST

In order for us to expedite the claim, the following information is required, and we will not be able to process your claim until such time that all documentation has been submitted:

☐ **Formal Claim Statement** – A letter which describes the circumstances of the claim and an itemized list of the loss/or damage as well as an indication as how you want us to resolve the claim.

☐ **Pictures of Damages** – Pictures of damages to support your claim

Comments: _____

☐ **Waybill/Delivery note on which damages have been noted** – If the customer signed that goods were received in good order; the claim will not be entertained.

☐ **Invoice addressed to Wesbank Transport a Division of F.P Du Toit Transport (Pty) Ltd, PO Box. 2916, Walvis Bay, for replacement of the damages/short delivered items or repair thereof (if applicable).**

☐ **Banking Details** _____

☐ **The damaged cargo must also be returned to us before any settlement to be considered**

Please submit this completed form to Claims@wesbanktransport.com within **five (5) working days** from the date of delivery together with the documentation outlined above. **Claims not submitted within this time frame, will not be considered.**

Internal use only: Claims # _____