

PO BOX 12 441, Auckland 1741
42 O'Rorke Road,
Penrose, Auckland 1061
Tel. 09 579 2089
Fax. 09 579 4382
dftaklclaimsteam@dailyfreight.co.nz

Claim Application with Daily Freight

To start the claim process, please call the Daily Freight Customer Service Team and advise them that you would like to notify them of a tentative claim to be initiated.

If the POD (delivery receipt) is signed for clean (which could mean there may be concealed damage) you need to notify Daily Freight within 24 hours upon delivery so that we can investigate this further at our own discretion.

If the POD is signed for 'Damaged' or 'Short Delivered' the Customer Service Team needs to be advised within 7 days for damaged delivery and 14 days for short deliveries. They will record the information against the consignment note and investigate further in conjunction with our Claims Team.

To lodge the claim, please find attached copy of the Daily Freight Claim Declaration Form and return to us to process.

To help us respond quickly to your claim, please ensure that all sections of the form are completed in full. A checklist of all required documentation is listed below. **Please note that claims can only be lodged by the Daily Freight account holder.**

- Fully complete Claim Declaration Form
- Correct Daily Freight consignment note number
- Invoice at cost price*
***cost price refers to cost of manufacturing by your business or cost price supplied to you by the manufacturer**
- Copy of invoice billing your client
- Proof of value
Please provide either:
 - **A copy of invoice(s) for material(s); or**
 - **A copy of invoice(s) from supplier of goods to your business; or**
 - **A computer stock print-out showing cost of goods; or**
 - **For claiming repairs on damage product, please provide proof of value for replacement of the original product and proof of repair or quote to repair.**

Once you have all the relevant documentation, Claim Applications may be emailed or posted to us.

The issue of this form or claim number does not admit liability for your claim – and approval is conditional upon any damage product being available to us to salvage. Should the claim be approved, we will be in contact with your prior to releasing payment to arrange collection of the salvage.

We aim to resolve your claim as quickly and efficiently as possible. Should you require any further assistance, please do not hesitate to contact us on 09 579 2089 or via email on DFTAKlClaimsTeam@mainfreight.co.nz

Yours sincerely,

The Daily Freight Claims Department

Claims Declaration Form

Date:	Please complete & return with your moving average price to: DFTAkiClaimsTeam@mainfreight.co.nz		
Claimants:	Consignment Note No:		
Name:	Date of Con. Note:		
Address:	Marks (full description):		
Consignor (Sender)		Consignee (Receiver)	
Name:	Name:		
Address:	Address:		
Full description of goods being claimed: Lost / Damage (circle one)			
Your Invoice No:	<p style="text-align: center;">PLEASE NOTE</p> <p>As per the Contract and Commercial Law Act 2017, your claim value is to be the actual COST PRICE of the item(s) i.e. not wholesale or trade etc.</p> <p>FREIGHT CANNOT BE ADDED to the value claimed.</p> <p>PLEASE ATTACH COPY OF YOUR INVOICE TO YOUR CLIENT AS PROOF OF VALUE</p>		
Debiting Daily Freight:			
Date:			
Net: \$			
GST: \$			
Total: \$			
<p>Salvage: If claim is accepted for payment, any damaged or other associated goods then belong to Daily Freight (1994) Limited. Claim value can be negotiated if claimant retains goods.</p> <p>NB: Maximum payable is \$2000.00 inclusive of GST per unit of freight, one pallet is one unit.</p> <p>CLAIMS MUST BE LODGED WITHIN 7 DAYS FOR DAMAGED DELIVERY AND 14 DAYS FOR SHORT DELIVERY THESE CONDITIONS ARE STRICTLY ADHERED TO IN ALL CLAIMS DECISIONS.</p>			
<p>DECLARATION: I/We declare the above information is correct in every detail including the value claimed is at COST PRICE and that the freight costs have not been included.</p>			
Signed:	Company Name:		
Print:	Position:		