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| **CLAIM REFERENCE:** |  |

We are sorry to hear that the services have not met your expectations on this occasion and apologise for the inconvenience this causes you and your customer.

**TO BE COMPLETED BY CLAIMANT & RETURNED TO** our claims department at claims@mercian.co.uk

**ACCOUNT DETAILS**

|  |  |
| --- | --- |
| Claimant name and address: |  |
| Contact name: |  |
| Contact email address: |  |

**CONSIGNMENT DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| Consignment Number: |  | Your Reference: |  |
| Date of dispatch: |  | Date of incident: |  |
| Recipient post code: |  | Reason for claim: (loss/damage) |  |
| Carrier: |  |
| Full description of the goods: |  |
| How were the goods packed and dispatched?: |  |
| About the incident: | Is this the first written request to claim 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* |
| Where can damaged goods be inspected? (if applicable):  |  |
| Total weight of consignment: |  | Weight of missing/damaged goods: |  |
| Full description of what happened\* |  |

**VALUE**

|  |  |  |  |
| --- | --- | --- | --- |
| Total sales value of consignment  |  | Cost sales value of missing/damaged goods |  |
| Total cost price value of consignment |  | Cost price value of missing/damaged goods |  |
| Amount being claimed |  | Is there any salvage value? |  |
| Please expand on salvage costs if applicable: |  |

**ESSENTIAL DOCUMENTS**

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| --- | --- |
|  |  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 in line with the conditions of carriage.  |
| Your SALES invoice showing price paid by your customer |  |
| Your written notification of your intention to claim. This must be within the time limitation that is set out for the courier and conditions of carriage.  |  | Time limitations are in place for all types of claims under the signed condition of carriage for each carrier we represent. 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.  |

**A) CLAIM FOR DAMAGE**

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| All damage claims require photographic evidence of the goods as they usually travel (full packaging in view) and of the damaged packaging as well as pictures of the damaged caused to the actual goods.Please attach evidence *\*You must hold the goods for inspection/return until otherwise instructed including packaging, our insurers may request to assess the extent of damage and consider any salvage value.* |
| Photos of damaged | (Tick) | Photos of original packaging in full | (Tick) |
| Full photos of goods  |  | Photos of damage  |  |

**B) CLAIM FOR LOST GOODS**

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| All lost claims require full network searches to be carried out by our team, please ensure full packaging and item descriptions are given to give the best possibility of locating the items. |
| Full description of goods |  |
| Full description of packaging |  |
| *(INTERNAL USE)* Network Searches |  | *(INTERNAL USE)* UID |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |
| Print Name |  |  |