

T&G TRANSPORT'S CUSTOMER GUIDE TO CLAIMS

T&G Transport endeavours to provide a great service to all our customers by handling all freight with the utmost care, however we understand that things can go wrong from time to time. This guide is our recommended procedure to help assist you in the event you wish to lodge a claim for damaged or missing freight.



T&G shall be under no liability unless you as our customer provide the below information within the time frame:

- Written notice for damage or non-delivery, providing us reasonable details of the event giving rise to the potential damage or non-delivery, so we can investigate.
- Details received by T&G are within 24 hours (**one business day**) after delivery date for damages or, in the case of non-delivery, within 48 hours (**two business days**) after dispatch date.

T&G will not be liable for a claim if a valid Proof of Delivery (POD) can be provided; this includes POD's noted with "subject to inspection or subject to check (STC)".

THE CLAIMS PROCESS

1. Contact our Customer Support team with damage/missing freight details within the claims application timeline customerservice.transport@tandg.global
2. Customer Support will conduct an initial investigation and provide decline/acceptance to lodge a claim
3. Fill out the Claims Form in full and gather all checklist items required for your claim including all correspondence you have had with T&G Customer Support
4. Submit your full Claim Application to customerservice.transport@tandg.global within 30 days from notification of claim.

PROCESSING YOUR CLAIM

1. Once you submit your completed application, T&G will enter your claim in our database advising you of your Claim Reference Number.
2. If accepted, payment of your claim will be processed within **30 days** or we will notify you in writing if your claim has been declined or delayed with supporting reasons.
3. Please note under the Contracts and Commercial Law Act (Carriage of Goods section), T&G is limited to a maximum liability of \$2000 (inc GST) per unit of good, unless a signed contract is in place that states otherwise.