



CARGO LOSS & DAMAGE FORM

Please send this form with supporting documentation to:

Bigchillclaims@bigchill.co.nz

Consignment Details:	Consignor (Sender) Details:	Consignee (Receiver) Details:
Ref No:		
Date of Dispatch:		

Type of Claim

- | | | |
|---|---|---|
| <input type="checkbox"/> Partial Delivery | <input type="checkbox"/> Concealed Damage | <input type="checkbox"/> Temp Rejection (_____°C) |
| <input type="checkbox"/> No Proof of Delivery | <input type="checkbox"/> Damage/ Rejected | <input type="checkbox"/> Late Delivery |
| <input type="checkbox"/> Lost | <input type="checkbox"/> Other _____ | |

FOR PROMPT SERVICE, PLEASE PROVIDE THE NECESSARY DOCUMENTATION

- COPY OF MANIFEST** - A copy of the pickup manifest signed by the Big Chill driver.
- VERIFICATION OF COST** – 1. Invoice to customer.
2. Pro-forma invoice showing value sought (Invoice of goods shall be at the value amount of the product being claimed), including transport cost.
- INSPECTION** – All Damage claims require inspection or photographic evidence.
- LOST / PROOF OF DELIVERY** – Confirmation from Big Chill indicating we have, on a previous request, not found the required Proof of Delivery.
- TEMPERATURE** – Temperature rejections are only accepted above 7 °C (Chilled) or -13 °C (frozen)
- DURHAM EVIDENCE OF PAID FREIGHT CHARGES** - A copy of our invoice showing the Consignment in Question (Underline, if possible).

WHAT IS THE TOTAL AMOUNT (INCLUDING GST SOUGHT FROM BCD? (PRODUCT VALUE ONLY)

\$ _____

From the 17/6/2014 Total Carriers Liability is \$2000.00 (inc GST) per unit of goods. For larger amounts please notify your insurer.

CUSTOMER CONTACT DETAILS:

NAME: _____ PHONE: _____ DATE: _____

EMAIL: _____

Please note - Big Chill Distribution Ltd's liability ends with a clean signature from the consignee on delivery. Consignment receipts marked "subject to inspection" are deemed to be an acceptance by the consignee. All requests for a Proof of Delivery must be in writing within 90 Days of despatch. No claim will be investigated without this completed form, evidence of paid freight charges & copy of your customer's invoice.

Big Chill will endeavour to have your claim processed within 30 days.

PLEASE DO NOT DEDUCT CLAIMS OFF FREIGHT INVOICES.

OFFICE USE ONLY: **BCD NO.** _____