



BIG CHILL
DISTRIBUTION
NATIONWIDE CHILLED & FROZEN TRANSPORT

CARGO LOSS & DAMAGE FORM

Please send this form with supporting documents to -

Email - claimsbcd@bigchill.co.nz

ATTN: CLAIMS

CONSIGNOR (Sender)

CONSIGNEE (Receiver)

Address

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

EVIDENCE OF PAID FREIGHT CHARGES

A copy of our invoice showing the Consignment in Question (Underline, if possible)

INSPECTION

Damage claims over \$500 require inspection or photographic evidence

VERIFICATION OF COST

Invoice to customer
Pro-forma invoice showing value sought
Note: Invoice of goods shall be at value of product lost or damaged

TEMPERATURE

Temperature rejections are only accepted above 7°C (Chilled) or -13°C (Frozen)

LOST / PROOF OF DELIVERY

A letter from us indicating we have, on a previous request, not found the required Proof of Delivery

CLAIMS CHECKLIST	
HAVE YOU COLLATED THE NECESSARY INFO?	
<input type="checkbox"/> Copy of manifest	<input type="checkbox"/> Pro-forma Invoice
<input type="checkbox"/> Invoice to Customer	<input type="checkbox"/> POD Letter (If Appl)
<input type="checkbox"/> Supporting documentation	
<input type="checkbox"/> Proof of Pickup (Signed Bigchill Drivers Manifest)	

What is the total amount sought from BCD? (Only value product lost)

\$ _____ (incl. GST)

Total Carriers Liability is \$2000.00 (inc GST) per unit of goods. For larger amounts please notify your insurer.

CONTACT DETAILS

Name: _____ **Date:** _____

Phone: _____ **Fax:** _____

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 customers invoice.

Big Chill will endeavor to have your claim processed within 30 days. In the event of a successful claim Big Chill will credit the pro-forma invoice amount unless stated otherwise.

DO NOT DEDUCT CLAIMS OFF AMOUNTS OWED FOR FREIGHT

OFFICE USE ONLY **BCD NO.** _____