



BIG CHILL
DISTRIBUTION
NATIONWIDE CHILLED & FROZEN TRANSPORT

Proof of Delivery Procedure

The following is a brief guide to Big Chill Distribution's POD Procedure:

i. Proof of Delivery / Lost Consignments

If you have a query for a Proof of Delivery (POD) or have been alerted by your customer of an undelivered product you need to make a request to our POD officer.

Please note that POD's must be requested within 6 months of delivery date. We are happy to search for any that fall in this timeframe, at no charge. For POD's that fall outside the 6 months from delivery date criteria: There is a charge of \$20.00 per POD searched for.

Note – *If a subcontractor has done this delivery, their POD charges will apply.*

Big Chill will search for these POD's on a 'best endeavour' basis that is we will do our utmost to locate a POD. However, if we are unable to locate a POD for a delivery that is over 6 months old, we will not accept responsibility for non-delivery, and you will still incur the \$20.00 charge for the search involved.

POD Officer

Email: podbcd@bigchill.co.nz

Phone: (09) 272 7442

You will need to provide the following information;

Consignee

Date

Reference No. (As manifested)

...And your contact details

Our POD Officer will then perform a routine search for a Proof of Delivery.

Note - *If the information is incomplete or we cannot find the consignment in our system we will return with a request for more information. We will then require you to submit a copy of our driver's signature on your manifest as proof of pickup and a copy of Big Chill's invoice showing freight charged.*

POD Found: When we find a POD we will have this emailed off to you at the earliest possible time.

POD Not Found: If we don't find the POD through a routine search we will send you an email confirming this. You need to ensure you receive this email to send through with your claim request.

Note - *A lack of a POD at this stage is not an admission of liability by Big Chill Distribution. We still require a claim to be submitted.*



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Claims Procedure

The following is a brief guide to Big Chill Distribution's Claims Procedure:

ii. Seeking a Claim

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. Big Chill Distribution does not accept liability for improperly marked/wrongly addressed packages and packages received without any labelling.*

If you are seeking a claim for any reason you deem Big Chill to be liable (i.e. damaged goods, temperature rejection, lack of POD, etc.) you are required to fill in a 'Cargo Loss & Damage Form' which can be found on our website (www.bigchill.co.nz/forms.htm).

Note – *Up until the 16/06/2014 Big Chill Distribution's Total Carriers Liability is limited to \$1500 (incl. GST) per unit of goods. From the 17/06/2014 total Carriers Liability is \$2000 (incl. GST). For larger amounts please notify your insurance. Claims must be lodged within 90 days of despatch and must be a minimum value of \$30.00 (incl. GST)*

All payments made by Big Chill Distribution will be at ***the cost value of product lost or damaged.***

You will need to fax the 'Cargo Loss & Damage Form', along with the following.

- 1. A copy of the manifest sent to Big Chill for this consignment**
- 2. A copy of your invoice to your customer for us to action this claim**
- 3. A pro-forma/cost price invoice indicating the amount sought from Big Chill**
- 4. A copy of the NO POD letter (if applicable)**

5. Any other supporting documentation that would assist us to assess your claim

***Note** - Claims are settled separately and must not be deducted from our freight account with you.*

This information needs to be sent to the claims manager, preferably by email.

Claims Officer – Justine Gerring

Email: claimsbcd@bigchill.co.nz

Phone: (09) 272 7440

Claim Accepted: If the claim is accepted we will send you an acceptance letter via email with a reference number for the claim.

We then invite you to invoice Big Chill Distribution using the claim email address. Big Chill will not pay out any claims without this number being referenced on an invoice. Once we receive this invoice we will contact you to advise the claim has been paid.

Claim Rejected: If the claim is rejected we will send you a rejection letter. In it we will outline our reasons with associated evidence. If you believe the decision is incorrect and you have extra supporting information that you wish us to look at you can email your request to the claims officer.