

Making a claim

Fastway Couriers understands that your parcel is important, which is why we treat your parcel as more than just freight. Unfortunately, sometimes things can go wrong. Following is a guide to outline what compensation is payable for loss or damage, what items are not covered under the conditions of carriage and how to make a claim.

What am I covered for?

Under Fastway Couriers conditions of carriage the sender of a parcel can claim for loss or damage on courier items sent within New Zealand (some exclusions apply – please refer below) limited to NZ\$2,000 (including GST). A claim will be paid (at our discretion) for the lesser of:

- the cost, or declared cost, of the item; or
- the cost of repairing the damage to the item.

Claim payments to customers, except where we pay the cost of repairing damage to the item, are based on the cost price of the item to the sender, not the retail price of the item.

Excluded items

Under our conditions of carriage there are some items that Fastway Couriers does not agree to carry and therefore are not covered:

- Cash (including vouchers, tickets, coupons and other similar negotiable documents)
- Jewellery (including watches, gems, medallions, precious metals and stones) or other similar valuables
- Antiques, memorabilia, personal effects, works of art (including paintings, sculptures, photography)
- Livestock, perishables (excluding plant life but including food plants)
- Second hand motor vehicle and engine parts, vehicle windscreens

Any such items are carried wholly at the risk of the sender.

What am I not covered for?

We're not liable to pay a claim for loss of, or damage to, an item if:

- It is a fragile, perishable or valuable item;
- The item is not adequately packaged or is incorrectly addressed;
- The item is unlawfully sent;
- The item is seized by Customs or other Government Agency;
- Any required documentation was not fully and correctly completed by the sender;
- Loss or damage is the result of an event beyond our reasonable control;

- No proof of sending the item can be provided;
- The loss or damage is the result of any neglect on the sender's part;
- The loss or damage occurs after delivery;
- The loss is consequential or indirect loss or damage or loss of profits, subject only to the contrary terms of any statute, including the Consumer Guarantees Act 1993 (where applicable);
- There is a delay in delivering the item;
- A customer makes a claim for loss more than 90 days after the date of dispatch or, in the case of damage more than 14 days after delivery of the item.

How do I make a claim?

To make a claim, call your local depot on 0800 FASTWAY or lodge an online enquiry at www.fastway.co.nz. You must lodge a claim for partial loss or damage within 14 days of delivery. You must lodge a claim for total loss within 90 days of the date of dispatch.

You'll be asked to provide details of your claim including:

- Date and place of sending;
- Sender and receiver details;
- Track & trace number (where applicable);
- Evidence of the cost price of your item (e.g. a copy of the supplier invoice);
- Evidence of the type of goods sent in the parcel (e.g. a copy of the selling invoice);
- Completed claim form.

Your claim will be investigated and you will be notified in due course. Please note that any successful claim will always be paid to the sender.

We may replace or reinstate the item, rather than pay you compensation, at our discretion.

If compensation for damage to an item has been paid in full, then the item will become ours and we may dispose of the damaged item as we choose.

If we pay a claim in full for a lost item and the item later turns up, the item will be the property of Fastway Couriers. If you want to have the item returned to you, you must refund the claim payment in full.

For full terms and conditions please read our contract and conditions of carriage.