

SEA VENTURE (OVERSEAS) SHIPPING INSURANCE POLICY

INSURANCE DOES NOT COVER

- Items without proper packing
- Concealed / Hidden damage
- Glass, Mirrors, Countertops, Sinks & Tubs unless properly crated
- Mattresses in plastic wrap
- Televisions
- Used and / or Refurbished Items
- Food and other perishable items
- Scratching, marring, chipping, and minor dents are not covered
- Items already replaced previously as an Insurance claim

Where items are repairable, items will be repaired not replaced.

This policy is based on a reimbursement process of the cost of the original landed cost of the item, or a repair cost up to the original cost of the item.

All insurance claims are to be submitted to our office within 10 working days of receiving the goods with copies of the following.

- A copy of the delivery order from our warehouse showing you signed for the goods with noticeable damage to the packing.
- A copy of your back up paperwork, noting which item is damaged on your paperwork.
- Pictures of the damages, boxes, and all packing.

The damaged items, boxes and packing must be made available to us during normal working hours for further inspection if required.

Once all the documents and photos are submitted, a claim will be filed with our insurance company, who is located in the United States.

Once the claim has been approved by our insurance company, they will issue us payment to reimburse you via check or online transfer to the person whose name is on the paperwork.