

29 April 2026: Update on Credits & Disputes

Just a quick quarterly reminder that InXpress carriers only accept disputes and credit requests within 30 days from the invoice date.

For example, if a shipment was invoiced on 15/03/2022, the latest date to submit a credit request would be 13/04/2022. After this timeframe, carriers are unfortunately unable to process any disputes.

The 30-day period will facilitate smooth investigation process, particularly when carriers need to conduct driver recall interviews or review CCTV footages to validate credit requests, as this information is not always available after an extended period.

We recommend reviewing your invoices within the 30-day period from invoice date to make sure any required credit requests can be lodged successfully.

If you have any questions or need a hand reviewing your shipments, feel free to reach out — we're always happy to help.

Thank you.