How to file a file a claim?

1. Prior to submitting your claim form, please ensure that you have read the **Terms and Conditions** (https://au.inxpress.com/au-warranty-terms-and-conditions/) of the InXpress FreightSafe Warranty.

   Please note the following:

   A. Grace period for filing a claim

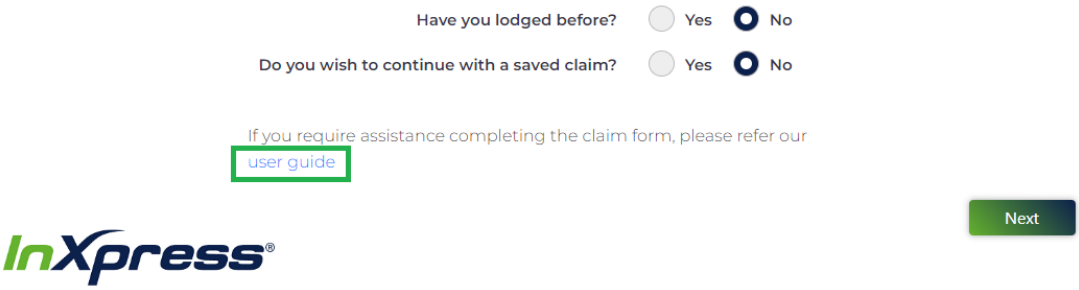
> 4. The Customer must notify InXpress Australia in writing of any Claim within the following time limits:
>
> a) where the Receiver has indicated in writing on the Proof of Delivery and has records that they have informed InXpress Australia that damage has occurred in respect of the Goods, within fourteen (14) business days from the date of delivery of the Goods to the Delivery Address;
>
> b) where the Receiver has acknowledged that the Goods have been delivered and received in good order and condition, within two (2) business days from the date of delivery of the Goods to the Delivery Address;
>
> c) In respect of Claims for non-delivery, within fourteen (14) business days after the expected date of delivery for that item/consignment note.

   B. Exclusions

> h) Where the Goods consigned are Excluded Goods, where "Excluded Goods" means each of the following items:-
>
> i. currency; negotiable instruments; jewelry; gemstones; wrought or unwrought metals; antiques; works of art; securities; drugs; weapons; living animals or plants; refrigerated goods; used/second hand goods, cigarettes, tobacco and tobacco products; valuable documents; glass or glass related products.

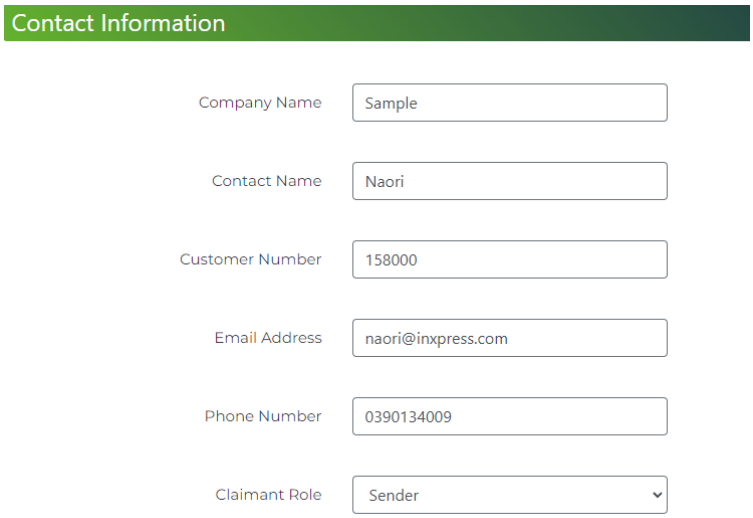
2. In order to lodge the claim, you will need the following documents:
   - Cost Price Invoice / Proof of Manufactured Cost
   - Photos of Damage - (Required for Damage Claims)
   - Proof of Delivery (POD) - (Required for Damage Claims)
   - Sales Invoice

3. For assistance, please refer to the user guide in completing the claim form (found in the online form).



4. Fill-out the required fields in the online claim form (https://my.freightsafe.com/aus/claimform/#/ina)

5. Contact Information: Your company (InXpress account) details

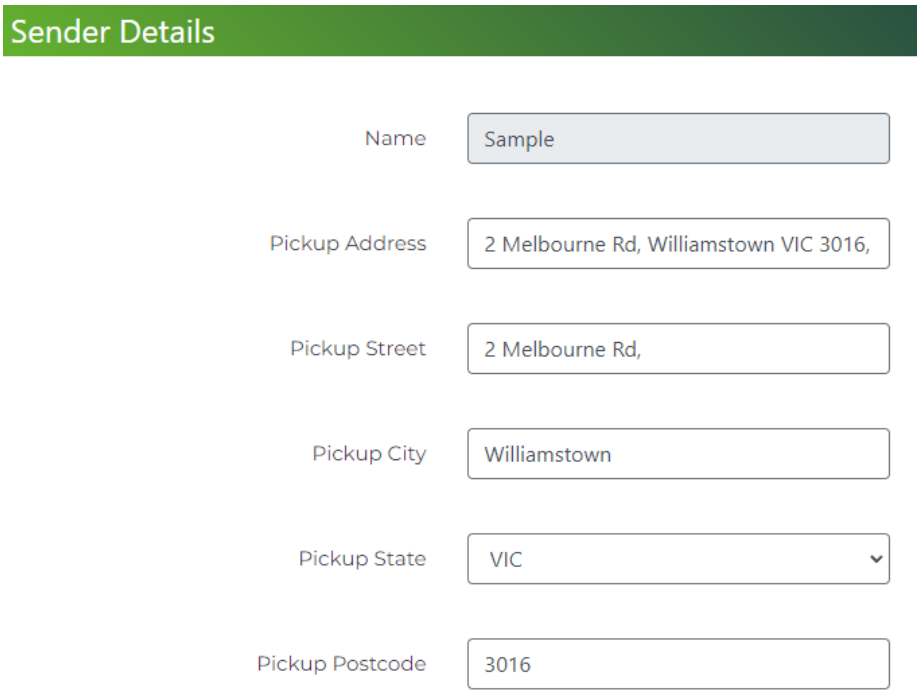


Note: Customer number is the 8-digit number located on the upper right corner of Webship, usually starts with 158.

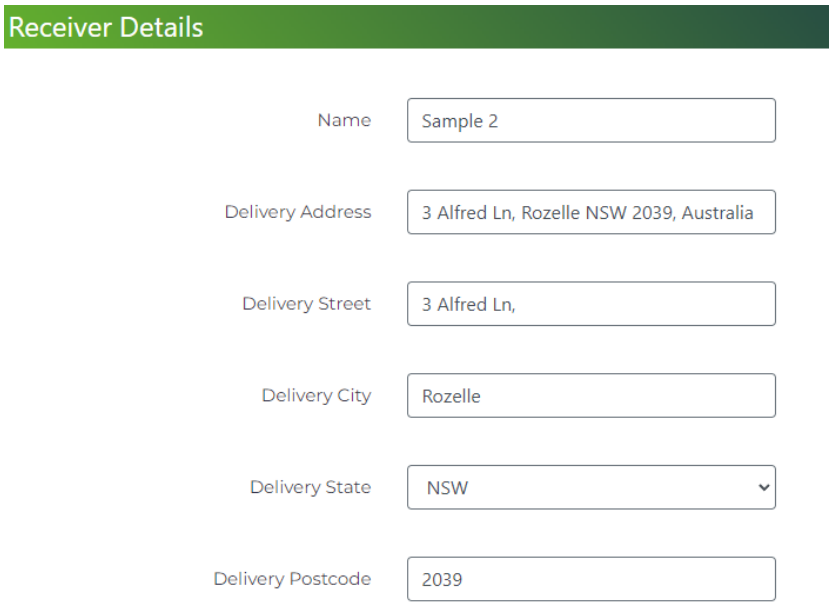
6. Consignment Information: Shipment tracking details

Note:
Claim Type: Lost or Damaged
Date of Dispatch: Pickup/Collection date
Date of Receipt: Delivery date
Date of Initial Contact with InXpress: Date when InXpress was notified of the issue

7. Sender Details: Pickup/Collection address details

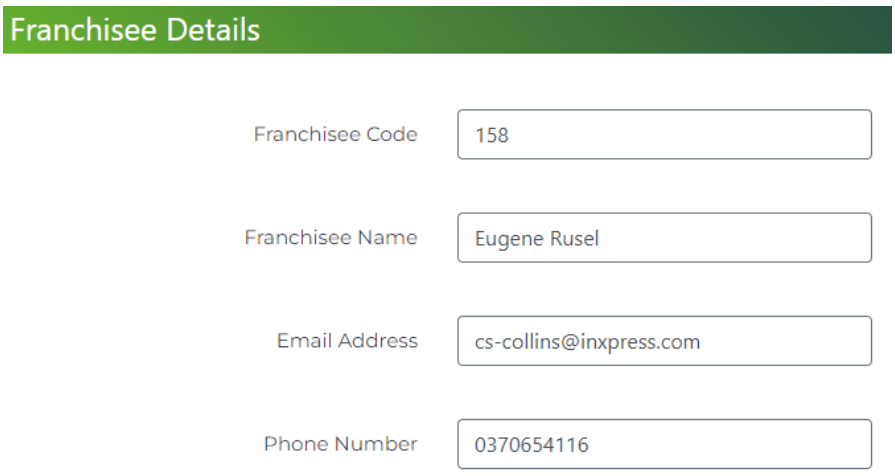


8. Receiver Details: Delivery address details



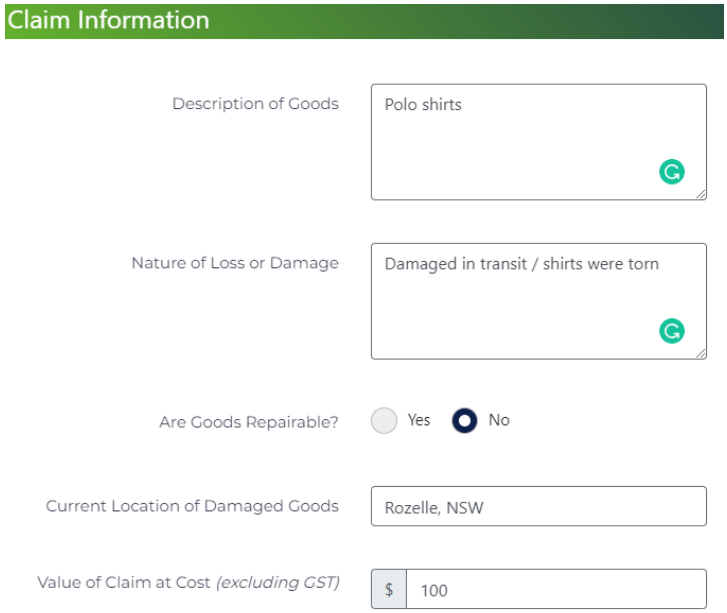
9. Franchisee Details: InXpress Collins St details

Note:
Franchisee Code: 158
Franchisee Name: Eugene Rusel
Email address: cs-collins@inxpress.com
Phone number: Naori - 0370654117 / Melvin - 0370654116



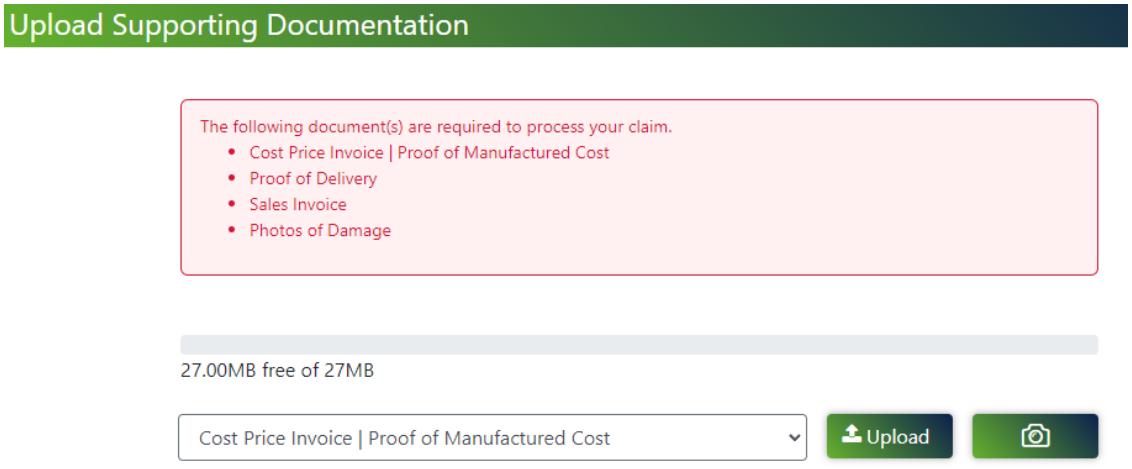
10. Claim Information: Details of damaged or lost shipment

Note:
Description of Goods: detailed (e.g. acrylic decorations)
Nature of Loss or Damage: extent of damage
Current location: where the item is (if it was delivered, the delivery address)



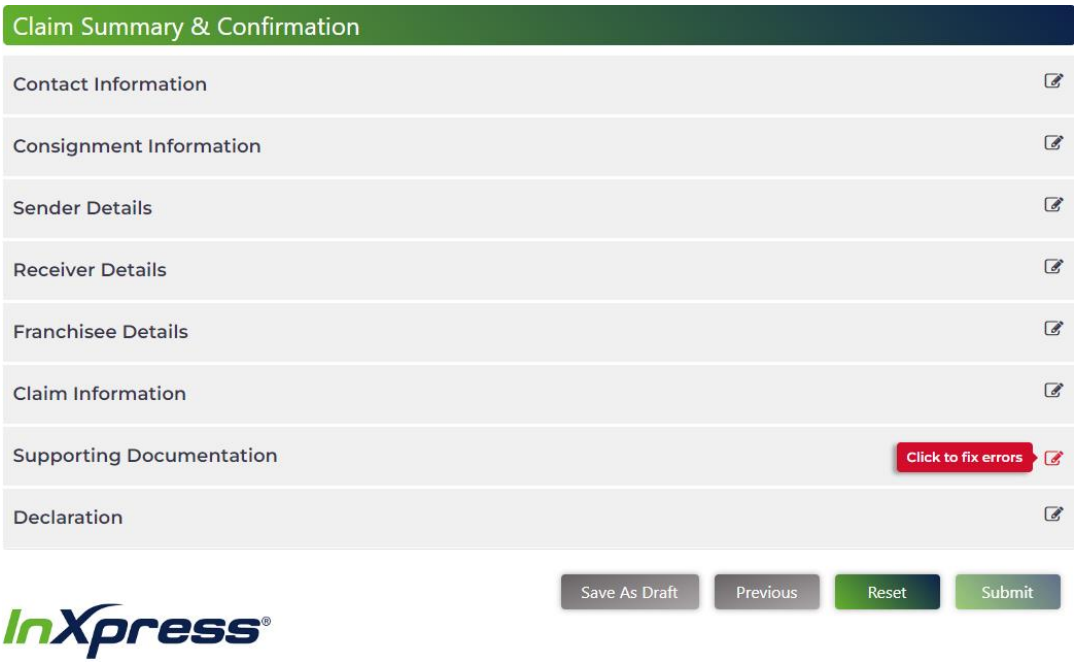
11. Upload Supporting Documentation: please see below documents that needs to be uploaded

Note: For faster processing of claims request, please make sure all documents required are complete



12. Claim Summary & Confirmation: check for any missing/incorrect information before submitting

Note: After successfully submitting the form, you will receive an email from the claims assessor to acknowledge receipt of claim.



*****At any stage, please contact our customer service team if you encounter any issues or need assistance.**