



## Parcel King FreightSafe Warranty Terms & Conditions PERSONAL EFFECTS

### General

1. Parcel King will provide to the Customer a warranty (the "FreightSafe Warranty") against loss or damage to Goods during the Carriage and while the Goods are in the possession of Parcel King, subject to the limitations and exclusions set out hereunder.
2. The FreightSafe Warranty applies to all goods consigned on each Customer's unique account number. Customers cannot elect which jobs the FreightSafe Warranty will apply to and the FreightSafe Warranty will apply to an account completely.

### FreightSafe Warranty Claims

3. Any claim under the FreightSafe Warranty for damage to or loss of Goods ("Claim") must be made online using the following link: <https://my.freightsafe.com/aus/claimform/pki>
4. The Customer must notify Parcel King in writing of any Claim within the following time limits:
  - a) where the Receiver has indicated in writing on the Proof of Delivery or has records that they have informed Parcel King that loss or damage has occurred in respect of the Goods, within fourteen (14) 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 forty eight (48) hours from the date of delivery of the Goods to the Delivery Address;
  - c) In respect of Claims for non-delivery, within fourteen (14) days after the date of dispatch specified for that job.
5. The Customer may only make one (1) Claim per consignment.
6. The Customer must provide to Parcel King with any Claim, documentary evidence acceptable to Parcel King (for example copy of the supplier's invoice or evidence of actual cost of manufactured goods) as proof of value of the Goods. Where proof of purchase material is not available, transaction records, packing slips, customs declarations or other documentary material may be relied upon and FreightSafe may request for a statutory declaration to be completed.
7. Claims will be paid at the **current depreciated market value of the goods**, as determined by FreightSafe, to a maximum of the Warranty Limitation Amount and subject to the Terms & Conditions of the FreightSafe Warranty.
8. Where the customer makes a valid Claim, Parcel King reserves the right to pay the Claim either directly to the Customer by cheque or EFT or as a credit note to the Customer's account.
9. Claims will only be paid by Parcel King in respect of any Claim after the Customer has paid all outstanding amounts owed by the Customer to Parcel King on their account.

### FreightSafe Warranty Limitations

10. The FreightSafe Warranty is subject to the following limitations:
  - a) Claims are limited to loss of or damage to the Goods only. For the avoidance of doubt, the FreightSafe Warranty does not cover any consequential loss or damage suffered by the Customer as a result of loss

or damage to the Goods.

- b) The maximum amount that may be claimed from Parcel King under the FreightSafe Warranty is the lesser of:
  - a. the FreightSafe Warranty Limitation Amount of \$250, \$1,000 or \$2,500 as per the relevant Warranty purchased at the time of freight booking; and
  - b. the cost price of the Goods, as supported by documentary evidence acceptable to Parcel King (for example copy of the supplier's invoice or evidence of actual cost of manufactured goods) as per clause 6, above.
- c) Freight charges relating to the job covered by the FreightSafe Warranty shall not be included in the calculation of any amount payable under the FreightSafe Warranty.
- d) Where a claim has been paid in full for goods damaged, Parcel King reserves the right to take possession of the goods as salvage and to dispose of such goods as it sees fit.

### **FreightSafe Warranty Exclusions**

- 11. Parcel King will not be liable for any Claims made by Customers in any of the following circumstances:
  - a) Where the Customer has not paid the Freight charge;
  - b) Where an Authority to Leave (ATL) the goods has been provided;
  - c) Where the Customer fails to submit the Claim to Parcel King within the relevant time limits set out above;
  - d) Where Parcel King is in possession of an unendorsed proof of delivery form for the job;
  - e) Where in the event of Damage to the consigned Goods, Goods are defined as Excluded Goods, where "Excluded Goods" means each of the following items:
    - a. currency; jewellery; gemstones; precious metals; antiques; works of art; securities; drugs; weapons; living animals or plants; refrigerated/perishable goods; cigarettes, tobacco and tobacco products; valuable documents; glass or glass product.
  - f) Where Parcel King in its reasonable opinion considers the Packaging of the Goods to be inadequate for road, rail, sea or air transportation. Please refer to our packaging guidelines for further information at <https://www.parcelking.com.au>.
  - g) Where the Goods are determined by Parcel King to have been defective, faulty or broken prior to the Carriage;
  - h) Where damage, mechanical failure or other operational defect in the Goods could not, in the reasonable opinion of Parcel King, have been caused by the Carriage;
  - i) Where Parcel King fails, delays or is unable to carry out its obligations under this contract due to strikes and / or lockouts (whether of Parcel King's own employees or those of others and whether or not Parcel King could have avoided the same by acceding to the demands of the employees responsible for such action), acts of God, war, terrorism, fire, flood, embargo, litigation, acts of government or any agency instrumentality or any political subdivision thereof or any other cause beyond the control Parcel King;
  - j) Where the goods have been lost or damaged as a result of derailments, collisions, overturning;
  - k) Where the Delivery Address is a post office box, a roadside drop or postal mail box.

### **Amendments to Terms and Conditions of Contract**

- 12. Parcel King reserves the right to amend these terms and conditions of contract from time to time, without prior notice to the Customer.