



Worldwide Logistics Group

UK WWL LTD

GB298138166

TERMS & CONDITIONS – UK Haulage

- All goods are covered under Standard RHA conditions of carriage 2009; this means they are covered up to £1300 per tonne, the equivalent of £1.30 per kg.

- Goods in transit through the pallet network system (TPN or Hazchem) do so under RHA 2009 with an uplifted limit of £5000 per tonne, which equals £5 per kg. TPN offer additional cover on an all risk basis this is best suited to high value items and can be purchased for an additional premium which is available upon request.

- Please note RHA 2009 cover is a liability policy only. Full RHA 2009 terms and conditions can be found on the reverse of our invoices or by request.

- We reserve the right to decide to send goods on an alternative vehicle other than through The Pallet Network or Hazchem and these will travel at our standard RHA 2009 terms.

- As our RHA policies are liability only, the proof of delivery MUST be signed as claused (i.e. signed as damaged or goods missing) in order for a claim to be pursued. If the POD is signed clean, no liability can be attached and therefore the claim will be rejected in the first instance. A POD simply signed as unchecked does NOT class as claused and will be rejected.

- In order for a claim to be raised, we must have written confirmation from yourselves within 5 working days of the delivery date otherwise the claim will be timed out and rejected. If you are within the time limit you will then receive a claim form.

- If a claim is to be pursued the claim form must be returned along with the following details to claims@wwllmail.com within 14 working days of the final delivery date otherwise the insurers can close the claim:

- Your formal letter of intent to claim along with the actual claim amounts required.

- Copy of invoice or evidence of cost value

- Copy of sales invoice to final customer

- Proof of weight of damaged goods

- Nature of the damage

- Are there any salvageable goods, and if so, what is the salvage value?

- Gross weight of damaged goods - Photos of the damage?

- All the above information must be provided in order for a claim to be processed.

- Damaged goods MUST NOT be disposed of without prior agreement with the insurers otherwise this could jeopardise the claim.

- Payments must not be withheld against an insurance claim.

- Payment terms are strictly 30 days nett

- All rates are exclusive of VAT

Please sign and date below to confirm you accept our terms and conditions and email through to claims@wwllmail.com

Company Name: _____

Signed _____ Print: _____ Date: _____