



## Claim Form

Your Reference:	Our Reference:
Senders Full Name:	Consignee Full Name:
Senders Full Address:	Consignee Full Address:
Contact:	Contact:
Phone No:	Phone No:
Was consignment marked with senders name & address as shown above? Yes/No If 'No' what was marked on pallet?	
Service used : Next Day / AM / 10AM / Economy / Saturday / Collection	
Nature of Claim: Non Delivery / Shortages / Damages / Pilferage	
Consignment note number:	Date of despatch:
Total Number of Pallets Despatched:	Total weight of consignment (in Kgs):
Full description, quantity and any comments of missing/damaged goods (quantity, colour, size etc.)	
How were the goods packaged?	
Number of packages/pallets involved in the claim?	Weight of Goods involved in the claim?
Cost price of the goods Missing / Damaged (Excluding VAT)  £	Cost price of the whole consignment (Excluding VAT)  £
<b>Please supply a copy of the commercial invoice</b>	
Salvage value      £ Excluding Profit	Signed on behalf of Sender:
Amount of claim      £ Excluding VAT	Position:
	Date:

# Procedures for Claims

**In accordance with the Road Haulage Association**

**Conditions of Carriage 2009.**

Strict time limits for informing Kenyon Road Haulage Ltd of any claim are applicable.

Claims must be submitted in writing within 7 days and quantified as to exact loss within 14 days from the delivery date for any part loss or damage of any consignment.

For full loss, claims must be submitted in writing within 28 days and quantified with exact loss within 42 days of the delivery.

Claims should be sent to the following address;

Claims Department  
Kenyon Road Haulage Ltd  
Thornley Avenue  
Blackburn  
Lancashire  
BB1 3HJ

Telephone: 01254 503600

Fax: 01254 503613

Email: [claims@kenyon-haulage.com](mailto:claims@kenyon-haulage.com)

All claims must be supported by the following documentation to substantiate the claim in full:

- Completed Claim Form.
- Copy of Cost Invoice.
- Copy of Sales Invoice.
- Confirmation of actual weight of items to be claimed for (Damage or Loss).
- Evidence of Weight.
- Details of any salvage value.
- If the goods are salvageable, a copy of the repair quotation / invoice is required.
- Photos of damage (if possible).
- Damage goods must not be disposed of without prior consent, as they may be required by the insurers for inspection. Claim could be rejected if the damaged goods are disposed of without prior consent.

Standard Goods in Transit Liability refers to Road Haulage Association Conditions of Carriage 2009 with a limit of liability of £1300 per tonne (£1.30 per Kilo).

Increased Levels of Insurance Cover are negotiable.