

Making a claim



First of all, raise your query with your Regional Customer Care Centre or your local Franchise.

The Customer Care Advisor processing your query will assess the issue and pass the relevant details to the Claims Department for registration.

If the claim is valid, the Claims Department will send a letter and a claim form to you. This form must be completed in full with all relevant invoices included, within 21 days of receipt. It should then be returned to the Claims Department, UK Mail Ltd, Wolseley Drive, Heartlands, Birmingham, B8 2SQ. Failure to do so may invalidate your claim. The issuing of a claim form does not imply acceptance of liability. Where, upon completion of all investigations, liability is accepted, any such liability will be strictly limited under UK Mail Terms & Conditions.

Upon receipt, your claim will be investigated and either settled or declined. You will be notified of our decision via the Claims Department by letter and your account credited if liability is accepted. Please note settlement will be made with a credit to your account and an excess of £55 will apply.

When completing your Claim Form, you will need to include:

- **Number of damaged / lost items**
- **Total consignment weight**
- **Weight of damaged / lost items**
- **Description of goods**
- **Details of the damage sustained**
- **Value of consignment**
- **Value of items damaged supported by copies invoices where applicable**

Please Note:

Please refer to our Terms and Conditions -clauses 13.1, 13.2, 13.3, 13.3.1, 13.3.2 and 13.4 as liability for certain products may be excluded from cover.

In the instance of damage it is necessary that both goods and packaging be retained until your claim is finalised or until alternative written authorisation is issued by us, as we may need to inspect the item(s) before the conclusion of our investigations. (Terms and Conditions clause 17.6).