



## PARCEL PROTECTION CLAIM FORM

TO ENSURE YOUR CLAIM CAN BE PROCESSED WITHOUT DELAY

PLEASE FIRST READ THE CLAIMS PROCEDURE NOTES OVERLEAF, AND THEN FILL OUT ALL FIELDS BELOW.

Claimant's Reference \_\_\_\_\_

AaE Claim Number \_\_\_\_\_

### PLEASE TELL US ABOUT THE CONSIGNMENT AND WHO IS CLAIMING

1 Name of Claimant (person or company to be paid)			
Address			Postcode
Phone	Mobile	Fax	Email
2 Sender (Consignor)		Receiver (Consignee)	
Address		Address	
Postcode		Postcode	
3 Claimant's ABN	GST registered? YES NO	OR – If claim is made on personal goods, please state here: YES	
<p><b>NOTE: Question 3 MUST be answered.</b></p> <p>If you supply an ABN and are registered for GST, any amount paid as a result of this claim will be exclusive of GST. (Not applicable to goods, which are personally owned, but you must declare this above.)</p>			

### PLEASE TELL US ABOUT YOUR CLAIM (CLAIMS CAN ONLY BE PROCESSED IF PARCEL PROTECTION APPLIED TO THE CONSIGNMENT)

4 Consignment note number	4a. Article/Tracking number(s)
5 Date of despatch	5a. What date was the loss or damage discovered?
6 Describe the goods consigned, including make and model <small>(For mobile phones, please list the IMEI numbers)</small>	
7 Where the goods new or used?	
8 How were goods packed?	
9 Was the packing damaged on receipt?	
10 Details of loss or damage	
11 Where may any damaged goods be inspected?	
12 What is the amount of your claim? (See Step 2 on the following page)	
(Exclude GST if registered – See Question 3 above) \$	

#### DECLARATION

I/We are the legal owners of the above goods and I/We declare that the foregoing statements are true to the best of my/our knowledge and belief.

Signature	Position (if company)	Date
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Office use only

# CLAIMS PROCEDURE

Parcel Protection ceases immediately on delivery of goods at their destination.

AaE Service Conditions provide customers up to 14 days to notify AaE of claims on DAMAGE of goods, and 28 days from the date when the goods should have been delivered for claims on LOST goods. – See AaE Service Conditions Clause 9.7

## Please take the following steps when making a claim:

1. Claims for physical loss or damage should be notified immediately to AaE Customer Service on 13 12 13 and a claim form completed. If the full cost of repair or replacement is not known at the time please provide us your estimate when completing the form.

Please return the completed form, directly to our Parcel Protection Centre, at the address below, within 7 days even if some information or documents are still outstanding.

2. Please attach the following documents.
  - I. A copy of the consignment note.
  - II. A copy of the invoice or receipt for the goods claimed.
  - III. Copy of Supplier's tax invoice for repairs to support the amount claimed (tax invoices should detail separately the costs of labour, parts and materials, and the GST amount, and be in appropriate tax invoice format for claiming of input tax credits) Please see "Statement of Claim" notes.
  - IV. If claiming for Perishable Goods, please supply evidence of any loss of market price, which is claimed.

3. Please post or fax the completed claim form and attachments directly to:

Australian air Express Pty Ltd  
Att: Commercial Product Manager  
Parcel Protection Center  
Lvl 4/440 Elizabeth Street  
MELBOURNE VIC 3000  
Tel (03) 8633 3228  
Fax (03) 8633 3266

## NOTES

**WHO MAY CLAIM:** Claims can be made by the Sender or the Receiver.

**WHERE:** All claims should be reported to AaE Customer Service, on 13 12 13. A Parcel Protection Claim Form will be issued and the claim documents must then be submitted directly to the Parcel Protection Centre, at the address shown in 3 above.

**CHARGES:** Claims may not be processed unless the freight charges for the consignment have been paid. Freight charges to resend the goods can be included as part of your claim, provided the sum covered is sufficient to include them.

**GST:** If the claim is being made by a GST registered business, you must supply your ABN on the front of this form (see question 3) and confirm your GST registration. In this case any claim payment will be made excluding the GST component, which should then be claimed from the ATO in the usual way.

If a claim is made by a person or entity who quotes an ABN but is not registered for GST, any claim payment is not a taxable supply, and as such no GST will be deducted.

If a claim is made by a person or entity who does not hold an ABN, or by a private individual, in a personal capacity which is of a private or domestic nature or where the claim is made in pursuit of a private recreation or hobby, no GST will be deducted from any claim payment.

**TRADE DISCOUNTS:** Claims must be submitted, net of any trade discounts received from suppliers or allowed to customers.

**STATEMENT OF CLAIM:** For Question 12 on the first page please list all the amounts you are claiming for, and supply supporting documents as requested in No 2 above. The amount claimed should represent the claimant's cost price to re-supply or replace goods, after allowing for depreciation, if applicable.

**PROOF OF COLLECTION:** Claims may not be accepted unless there is evidence that goods have been passed into the custody or control of AaE. (e.g. Goods signed for by AaE or consignment note and article labels physically scanned by AaE)

**PROOF OF DELIVERY:** AaE will supply copies of any Proof of Delivery required to support a claim but a service fee may be charged if requested more than two months after the consignment's despatch date.