|  |  |
| --- | --- |
| Company Name: |  |
| Account Code: |  |
| Contact: |  |
| Contact Number: |  |
| Contact Email: |  |

|  |  |
| --- | --- |
| Consignment Number: |  |
| Delivery Postcode: |  |
| Despatch Date: |  |
| Date of Incident: |  |

|  |  |
| --- | --- |
| Damage or Loss: |  |
| Total items: |  |
| ILC and Amount Total: |  |
| Description of Item(s): |  |
| Incident Details: |  |

Required Claim Documents

|  |  |  |
| --- | --- | --- |
| **Document:** | **Value:** | **Date Sent to EDS Couriers:** |
| Cost Invoice | £ |  |
| Sales Invoice | £ |  |
| Salvage / Repair Invoice | £ |  |
| Pictures of Damaged Item(s) |  |  |
| Pictures of Damaged Packaging |  |  |

Time Limits for Claims

**Damage**

Must be reported via email within 3 business days from the day of delivery - Proof of the claim is required within 10 business days

**Loss**

Must be reported via email within 20 business days from manifest date - Proof of the claim is required within 30 business days from manifest date