

This page provides a brief overview of the options available for goods in transit liability cover. For more detailed information please refer to our [Conditions of Carriage](#)

Goods in Transit Contractual Liability

All consignments that travel through the Palletforce Network are subject to RHA Conditions of Carriage 2009. These conditions automatically apply Standard Liability Cover but upon request can be enhanced to Increased Liability Cover. Exclusions apply and some goods travel at own risk, as per our Terms and Conditions.

Standard Liability Cover

Standard conditions limit liability to a maximum cover per consignment to:

£5.00 per kilo up to a maximum of £5000

Exclusions apply and some goods travel at own risk*

Time Limits for Claims

Damage

- Must be reported via email within 7 days from the day of delivery
- Written claim is required within 14 days from the day of delivery

Any other Loss

- Must be reported via email within 28 days from the day of delivery
- Written claim is required within 42 days from the day of delivery

Additional Proof of Claim Required

Damage

- Completed claims form
- Cost invoice
- Sales invoice
- Photographic evidence of damaged goods being claimed
- Photographic evidence of damaged packaging
- Any repair/salvage cost where applicable
- Evidence of the weight of the damaged/lost goods being claimed

Loss

- Completed claims form
- Cost invoice
- Sales invoice
- Evidence of the weight of the lost goods being claimed
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Important Note:

- 1) In order to claim for damaged goods, the pallet(s) **must be signed for as damaged**
- 2) do not dispose of any goods whilst claim is pending due to possible recall for inspection
- 3) we request that any loss of goods is reported at the earliest opportunity, this will give us an advantage on the investigation due to CCTV availability, etc

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[Increased Liability Cover \(ILC\)](#)

- Increased Liability Cover is available up to a maximum of £10,000 for an additional charge of £7.95

[Items **not** covered](#)

Include:

Cash, bonds etc, Living creatures and Dangerous Goods NB Dangerous goods acceptable in certain circumstances (eg where not falling within ADR Regulations) as per Palletforce own Service Agreement Rules.

Items containing oil as they should not be handled through the Network