

In the unfortunate event of a claim arising, we would like to ensure your claims are settled as quickly as possible and we request your help in achieving this!

All Goods are carried under RHA Conditions of Carriage (2020) of which liability is restricted to £1,300 per ton / £1.30 per kg up to the value of your missing/damaged goods, this is under our Standard Terms or if we have contracted with you under our Extended Terms, then liability is restricted to £5,000 per ton / £5.00 per kg up to the value of your missing/damaged goods.

Please note that in all instances, the Minimum Claim Value that can be claimed is £50.00 for Claused PODs or £150.00 for un-claused PODs.

Claims Process

All Claims are logged on to our Claims Database and all documentary evidence is uploaded and held on this central database.

In order for us to process a claim, we require the following:-

- **Your intent** to claim should be received in writing, within 7 days of the delivery date – emails are acceptable
- **A Claim Form** will be emailed to you, for Completion and Return
- **Please include the following documents** with your **Claim Form Submission**:
 - Commercial / Sales Invoice to your customer
 - Evidence of cost price
 - Documentary evidence of weight
 - Details of mitigation, for example, salvage / sorting / repair / scrap value
- We will submit your claim to our Insurers within 14 days. Unfortunately, if we have not received a completed, returned Claim Form from you within the 14-day period, together with the required documentation, as noted above, we will not be able to submit the Claim to our Insurers and will therefore not be in a position to settle the Claim with you
- Once we have submitted your Claim to our Insurers, our Insurers (Jelf Insurance) will then liaise with you directly, on our behalf, until settled and will advise if they require any additional information from you

H&M Claims' Contact

In all instances, please contact Mark Hurd, our Claims Administrator, via email on claims@hmdistribution.co.uk
