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Claim Form (Damage)

PLEASE SAVE THIS FORM TO YOUR COMPUTER BEFORE SAVING AND EMAILING TO US. DO NOT COMPLETE THIS FORM IN YOUR WEB BROWSER AS THE INFORMATION ENTERED WILL NOT SAVE.

Account Holder:	EUROPE COPPER LTD	TG / TP / AF / SF Reference:	221 0829
Tracking Number(s):	DHL 3301367042	Contact Number:	0203 637 2940
Contact Address:	UNIT 39C LANCASTER WAY BUSINESS PARK ELY CAMBS CB6 3NW	Email Address:	neil.cooke@falkbop.org.uk <small>com</small>
Claiming for:	<input checked="" type="checkbox"/> Partial damage <input type="checkbox"/> Complete damage	Total Consignment Value: (Cost excl. profit and VAT)	349.94
		Total Claim Value: (Cost excl. profit and VAT)	175.07

Description of whole consignment (inc. quantity):	4 X COPPER PANS
Description of affected goods (inc. quantity):	1 X 18cm Sawapan + Lid 1 X 20cm case come + lid
Description of Damage:	Dents + scratches → see photos
Packaging Description <small>(please provide details of both outer carton and inner cushioning):</small>	Box opened in transit + inadequately rewrapped
Additional comments:	This parcel was properly wrapped when collected

Please ensure all of the following items are submitted along with this document by email to tg-claims@transglobalexpress.co.uk quoting your order reference number. Alternatively you can post or fax your claim to the address below. Please note that it is important to quote your order reference number when sending any attachments.

- Evidence Required:**
- Proof of value/repair estimate (cost excl. profit and VAT) **- see email**
 - Copy of your original customs invoice (if applicable) **✓**
 - Photographs of damage sustained to consignment **✓**
 - Photographs of internal/external packaging **✓**
 - Any additional evidence to support your claim **- NA**

Please note: The damaged goods must be left in their original packaging and remain at the delivery address as the carrier may wish to collect them to conduct a damage inspection. If the goods are transported to any other location or unpacked, this will invalidate your claim.

Please provide as much detail as possible and retain all packaging until the claim has been finalised as an inspection may be required.

All claims are subject to the terms and conditions of the Department for Transport BIFA. This form does not constitute admission of liability by Transglobal Express Limited.

