

Damaged Freight Fact Sheet

If you become aware of damaged freight, it's important that you report it to us as soon as possible.

Here's everything you need to know about the Freight People process for Damaged Freight.

What do I do if freight arrives damaged?

Sign for the freight as "Damaged" or "STC" (Subject to check) on the POD, if the freight is damaged when it arrived. Contact us as soon as possible. Our team will assist you with your damaged freight request from the first point of contact, right through to resolution.

Send an email to us at pickups@freightpeople.com.au including:

- Photos of the damage
- Whether Carrier is aware of the damaged freight – if possible make the driver aware of the damages.

What information will I need to provide when reporting damaged freight?

When you contact us, we will need the following information from you in order to follow-up damaged freight on your behalf.

Please have the following information ready:

1. The consignment number
2. The total number of items damaged
3. Photographs that clearly show the damaged freight

What happens after I report damaged freight?

After we receive photos of the damaged freight, we will help you to assess whether to proceed with a damaged freight claim, or whether the packaging has contributed to the damage. Unless you have freight insurance or FreightSafe warranty, a damaged freight claim will only recover the cost of the freight charge, and not the goods themselves.

What happens if freight is damaged mid-transit?

If damaged freight is reported mid-transit, we will work with you to determine the best course of action from the following options:

1. If it's safe to do so, breakdown the pallet and restack it with any undamaged cartons so delivery can be completed.
2. Return the entire pallet or cartons back to you and potentially seek a credit for transport costs
3. Attempt to continue with delivery with the damaged freight, while making sure the receiver marks the freight as damaged upon delivery.

How long does it take to resolve a damaged freight report?

Freight People will work with you and the carrier to find a resolution for damaged freight within 7 days of first contact.

How do I make an insurance claim for damaged freight?

If you have taken up the FreightSafe warranty option on your freight, your freight is insured against damage.

To make an insurance claim for damaged freight, you will need to complete the Freight Safe claim form.

Our team will ensure you are provided with all these details when you advise us of your damaged freight issue.

How do I claim a credit from the carrier for damaged freight and redelivery?

You don't need to do anything. Freight People will ensure a credit request is placed with the carrier for the damaged freight charge.

1800 621 036

www.freightpeople.com.au

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