



In order to process your claim, please complete the short form below, enclosing any documents requested, and either post, fax or email for my attention to the address at the foot of this form.

Company name:	Contact:
Telephone:	Email (or fax):
Date of shipment:	Date of delivery:
Collection point:	Delivery point:
Number/type of packages:	
Commodity:	
Total gross weight of shipment:	
Total value of shipment:	
Gross weight of damaged/lost goods:	
Value of damaged/lost goods:	
Signature:	Date:

Documents required to be enclosed:

- Exporters Commercial Invoice highlighting damaged/lost goods
- Exporters Packing List (if available) highlighting damaged/lost goods
- Photographic evidence of damage
- Delivery Note (if available)

All business is undertaken in accordance with our industry standard terms and conditions of BIFA 2017. The full version of this document is available on our website and a hard copy can be provided on request. Additional terms and conditions also apply which are included in the 'Information/Terms & Conditions' section of this document. In endorsing this form you confirm that you have read and understood all applicable terms and conditions and agree to be bound by them.

Finally, please note that under UK law, claims cannot be offset against freight invoices and all accounts must be settled in full without deduction on or before the due date.

For and on behalf of ITAL Logistics Limited

Phil Denton
Managing Director

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General terms

All business transactions are subject to our Industry Standard terms and conditions of BIFA 2017. The full version of this document is available on our website. Hard copies are available on request. In addition to these terms and conditions, further conditions apply which are detailed below.

Liability

Our liability in all International road movements is subject to CMR which limits the liability to 8.33 SDR's per kilo plus prorated freight costs. This document can also be found on our website, and hard copies are available on request. Please be advised that CMR convention does not apply to, amongst other items, furniture removals (see Article 1.4).

In the case of UK movements or sea freight movements, BIFA liability applies, and this is 2SDR's per kilo plus prorated freight costs. The rate of exchange for the SDR (also known as XDR) fluctuates daily and we can suggest www.xe.com to obtain current rates.

Insurance

Most goods are covered under our liability insurance policy up to the level of CMR, or BIFA, whichever is applicable. However, not all goods are covered under our policy, and therefore we urge clients to ensure their goods are insured by other means in the case that our policy excludes such items from liability.

Such items which are not insured are; living creatures, bullion, cash and the like, bank notes, stamps, prepaid phone cards and similar, bonds, treasury notes, securities or explosives, fine arts, specie and negotiable instruments, and household or industrial goods during removal or storage which includes personal effects*.

*Special terms apply to the movement of Personal Effects.
[Please see page 4.](#)

In addition to these exclusions, certain high value theft attractive goods are further limited to a maximum of £50,000 in any one claim. These include such items as; wines & spirits, tobacco products, non-ferrous metals in all forms, furs and ready made garments, mobile phones and similar associated products, precious stones or metals and articles made of such materials, audio/visual equipment, computer equipment, software & accessories, and photographic equipment & accessories.

If in any doubt, please refer to our insurance policy on our website which deals with all exclusions in greater detail.

Hazardous goods

If the consignment is of a hazardous nature, we expect that the correct documentation be supplied on collection, including, but not limited to Dangerous Goods Notes & Hazard diamonds. If any consignment is received without the correct documentation, the consignment may be short shipped and still charged for unless it is possible to complete the documentation from information pre-advised. Our charge for completing a DGN is GBP25, and for hazard diamonds, GBP5 each.

Demurrage

A reasonable time shall be allowed for loading/unloading proportionate to the size of the shipment. Should this time be exceeded, we reserve the right to charge demurrage at a variable rate in consideration of any lost work as a consequence of such delay. As an indicator, 'reasonable' time in the case of a full load should not exceed 3 hours, against a single pallet shipment circa 15/20 minutes.

Customs

Any customs formalities carried out or arranged by Ital Logistics Limited, on instructions by the client, are done so on the strict understanding that the client indemnifies Ital Logistics Limited, and/or its nominated subcontractors, against any charges howsoever imposed by HMRC and/or its agents, in accordance with Article 7 of BIFA 2017.

Payment

If credit is granted, standard terms are strictly 30 days invoice date, unless otherwise agreed in the application for credit. These terms apply irrespective of any other statement expressed in writing by either party. In the case of any claims, there shall be no right of set-off, and our invoice for freight charges should be paid in full, and within the allotted terms.

In cases of late payment, we reserve the right to charge Late Payment Interest in accordance with the legislation in force at the time. We also reserve the right, in extreme circumstances, to exercise a lien on cargoes which may be in our possession.

Proofs of delivery

We do not, as standard, provide proofs of delivery. If proofs of delivery are required for specific consignments we will gladly provide these when available. However, we do not accept that non-provision of a proof of delivery provides reason to withhold payment of our freight invoice and all our invoices are due for payment within the allotted terms.

Delay

Please be assured that we will do everything possible to meet any collection and/or delivery criteria quoted in our correspondence.

However, please be aware that in the event of delays beyond our control we cannot be held responsible for any attributed costs which may be incurred. Any transit times are quoted in good faith and are never to be considered as a guarantee.

Aborted/altered consignments

In the event that a consignment is cancelled or reduced without providing sufficient notice, we reserve the right to charge for the consignment as if it had been completed as booked, either in full, or in part in the event that the space is reused with other consignments. We define 'sufficient notice' as 24 hours warning in the case of full and part loads, and 6 normal working hours in the case of Groupage consignments. In the case of special equipment, this can vary depending on the type of movement but would consider up to 7 days advance warning.

Holiday periods

During August many countries virtually 'close' for holidays, in particular – Italy. On the run up to these holiday periods we may apply a surcharge for placement of trailers, in which case you will be notified in writing at least 3 weeks before. The usual period for such charges is the last week of July and the first three weeks of August, although depending on the calendar these dates may vary.

In the case of any questions, please do not hesitate to contact us for clarification of any of the items mentioned in this document.



In addition to our standard terms and conditions, there are further things which you need to be aware of. Whilst the below is not totally comprehensive, it encompasses some of the frequently asked questions.

Insurance

Goods are not covered by our insurance. We strongly recommend that you seek insurance cover before goods are collected from your premises. For full details of our insurance conditions please refer to our website:

<http://www.ital-logistics.com/lang/en/resources/insurance/>

Handling & Packing

Collection and delivery is quoted to kerbside only. Drivers are not responsible or insured for carrying goods out of or into customer's residence. If extra labour is required this can be arranged at additional cost.

Collection and delivery vehicles are standard equipment. If a tail lift is required this will be provided at additional cost.

We would recommend that you seek professional assistance for packing needs, especially for more fragile items. We can assist with some additional packaging like bubble wrap and palletising loose items.

Routing & Transit

Once collected from your premises goods travel to the depot of origin, where they will be loaded onto the first available international vehicle and travel through to the destination depot. From here goods are then passed to a domestic haulier who will carry out delivery on our behalf.

Our English speaking counterparts will liaise with you regarding the collection/delivery (as appropriate if import or export) date and time.

Transit times quoted are always estimated, and we will endeavour to meet specific request. Once contact is made with the collection and/or delivery point, quoted transit times may vary when any additional information is obtained. In addition, as there are many factors outside of our control (eg. Traffic/ferry delays), we cannot guarantee transit times.

Goods liable to Customs Control

Certain items which are often included in shipments of personal effects need Customs Approval. Such items may include wine and/or tobacco. Unfortunately, due to the complexities of personal shipments of this nature, we regret that we cannot accept their inclusion.