

## ILC – Increased Liability Cover – Claims Policy

ILC may be added to most transportable commodities prior to despatch, charges for ILC are dependent upon the value, commodity, and destination. It is strongly advised that photographs of goods & packaging are taken and retained where ILC has been applied to a shipment as all evidence & documentation will assist in a claim being entertained and expedited.

- Notification in writing must be received and acknowledged before any claim can commence. Goods which are claimed to have been damaged in transit must not be received by the addressee without the damage being brought to the delivery driver's attention and photographs being taken which record the damage. Goods showing signs of trauma or damage should not be accepted as being in "Good Order" nor should they be marked as "Unexamined" as it is the addressee's responsibility to take delivery and note any shortages or damages.
- In the case of damage, written notification must be made via email to [custcare@wey-group.co.uk](mailto:custcare@wey-group.co.uk) within 3 working days of delivery but assuming that any damage was noted at the time of delivery and brought to the delivery driver's attention.
- If a claim for loss is to be initiated, written notification must be made via email to [custcare@wey-group.co.uk](mailto:custcare@wey-group.co.uk) within 20 days of the day of despatch.
- Any item being sent for repair or assessment for repair is excluded from claims for damage.
- Once a claim has been initiated, an **ILC Claim Form** will be emailed to the customer which must be completed and emailed back within 7 working days of the claim form being sent out.
- Where commodities, destinations or values are out of the ILC scope for the carrying network, Wey Group International Ltd maintain a goods in transit policy which carries fewer restrictions and a quotation for ILC may be obtained prior to despatch of any goods being transported both domestically & internationally by contacting Customer Care via email [custcare@wey-group.co.uk](mailto:custcare@wey-group.co.uk) with full details of nature of goods, intended destination and value. Once the cost of the ILC has been established and accepted the booking and transportation may proceed, costs will be invoiced in due course.
- For a claim to succeed, documentary evidence must be provided, this must include photographs of the item and its packaging prior to despatch as well as photographs showing the damage to the item and its packaging. Photographs must clearly show impact or trauma on both the packaging and the contents.
- The claimed value of the goods must be supported by both Cost and Sales Invoices showing relevant prices before the date of despatch. Establishing the value of the goods prior to despatch is vital, evidential documentation from a reputable seller of the goods showing when they were last purchased and at what cost must be provided for a claim to proceed.
- Once all the documentation, photographs and additional evidence which has been requested has been provided, it will be submitted to the underwriters.
- ILC is generally underwritten by the Overnight Network carrying out the transportation and delivery of the consignment, once fully compiled, claims are submitted to the relevant service provider and their decision regarding the claim, the process or the outcome is fully dictated by them, their decision is final.

- We will always compile and present all information & evidence regarding claims, where additional information is requested, we will contact the claimant for clarification or the additional information requested, it is in the best interests of the claimant to comply fully as without full information and supporting evidence and documentation the claim cannot be completed.
- Once all information has been collated and forwarded to the underwriters, their decision will normally be reached within 5 working days. Their decision is final and both the claimant & Wey Group International Ltd are bound by it.
- Once any claim is agreed, a settlement offer will be made by the underwriters to Wey Group International Ltd who will advise the customer by email.
- The notification email advising that the claim has been finalised will include an acceptance of settlement form which must be signed and returned before funds may be released.
- Once an offer has been accepted in writing, cleared funds will be received by Wey Group International Ltd, this is normally around the 11<sup>th</sup> of the following month. These funds will be forwarded to the claimant without unreasonable delay. Payment will be either in the form of a Bank Transfer or, if the claimant's account shows outstanding & overdue invoices, payment may be in the form of a Credit Note.