



Extended Liability Transit Cover

Thank you for using VOOVit.com and taking the extended liability transit cover for your shipment. We are very proud of our excellent record and work hard to ensure that all shipments arrive safely but in the unlikely event of you having a problem please see the following guidelines.

How do I make a claim?
As soon as you believe there is a problem you should let us know immediately by email. Let us know which of your boxes you have received and what information you have been given locally. It is likely that the boxes have become separated while in transit so we will immediately run a trace on all boxes in your shipment with the aim of quickly establishing their location. Notification of an incomplete delivery must be made within 5 days of receipt of the first part delivery of your shipment.
How much will I receive in the event of a claim?
A maximum of £5,000 per consignment and £500 in respect of any single item. Limited to the actual value of the goods lost as ascertained by reference to its repair, replacement, resale or fair market value at the time and place of collection or value declared on your packing list, whichever is the less. In no event shall such value exceed the original price that you actually paid for the item plus 10%. <u>In the event of a claim you may be asked to provide invoices/receipts to support the age and value of your goods, claims may be rejected if you are not able to provide these details.</u>
How long will it take before I receive payment?
It can take some time for us to establish that something is definitely lost, hopefully your box has only been mis-routed and will be delivered to you eventually. The process of searching the various locations on-route can take 2-3 months or more depending on destination.
There is something missing from my box
This is not covered under the terms of this cover or our standard cover. The reason for this is that neither we nor our agents or carriers have packed the boxes or checked the contents and we would leave ourselves open to fraudulent claims.
There is something broken in the box
This is not covered under the terms of this cover or our standard cover. Packing the boxes is your responsibility and you must ensure the contents are well protected in a manner suitable for the journey and the nature of the items being sent.
The box is crushed and contents have been damaged
If there is external damage to the boxes this must be noted on the receipt signed when your boxes are received, <u>we are unable to process any claim for damage to contents where no note of external damage has been made.</u> Notification by email must be received within 5 days of receipt. Any supporting evidence you can provide such as a copy of your receipt and photographs of the boxes/contents prior to and after unpacking would be of great use to us and would help in obtaining a prompt resolution.
Specific exclusions from cover
Claims for loss, breakage or damage will not be accepted under any circumstances for articles of; Glass, porcelain, pottery or any other items comprising glass or ceramic. Televisions, Monitors. Laptop computers or other portable electronic devices, including digital cameras, mobile phones, video players, music players. Jewellery, Musical Instruments, Artwork, Film, Photographic images (including negatives). Suitcases, cases, bags, instrument cases and the like when used as external packaging.

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