

GALLAGHER POWER FENCE (SA) (PTY) LTD

TRANSPORT CLAIMS POLICY

VERSION: 02

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SCOPE

This document is to guide the correct procedure when receiving goods ordered from Gallagher, where Gallagher arranged the transport and there are discrepancies.

IMPORTANT NOTES

- You are entitled to ask the driver to wait to enable you to check the delivery
- Do not sign the consignment note "Subject to inspection"
 - This will void the freight company of liability
 - Gallagher will not be able to lodge a claim
 - The goods will become the property of the customer
- Claims cannot be processed if deadline dates are not adhered to

STEPS FOR REPORTING DELIVERY DISCREPANCIES

STEP 1

- Check the delivery before the driver leaves
- Ensure the correct number of carton(s) have been received as per the consignment note
- Check that there is no visible damage to the goods

STEP 2

- If there are missing items or visible damage – endorse this on the transporter's copy of the consignment note beside the relevant item(s)
- State details eg. "short supplied" or "damaged" etc
- Notify the Gallagher Sales team at sales.za@gallagher.com of any damages or incorrect stock
- IMPORTANT – above notification must happen within 24 hours of delivery

STEP 3

- If there are missing or incorrect items once the boxes are unpacked and the consignment note has already been signed contact Gallagher Sales team at sales.za@gallagher.com immediately
- IMPORTANT – above notification must happen within 48 hours of delivery