



SWGroupLogistics



A QUICK GUIDE TO **GOODS IN TRANSIT**



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GOODS IN TRANSIT CLAIM PROCESS



Initial Claim

All claims for goods in transit must be initiated within a strict 7-day window from the date of delivery. Claims tendered after this timeframe will be automatically rejected.



Evidence of Claim

Each claim requires the completion of a Goods in Transit Initial Claim Request Form, wherein accompanying documentation such as proof of weight must be provided to substantiate the claim.



Submitting Documentation

Please forward all claims and the necessary documentation to our [insurance team](#) for investigation and review.



Claim Evaluation

Upon receipt of all documentation, SW Group shall initiate comprehensive investigations accordingly.



Claim Outcome

If the claim is approved, payment will be made in accordance with the terms outlined in the RHA conditions or any other conditions specified in your contract agreement.



More Information

For further details on any information provided in this document, please consult your terms and conditions/contract.



CLAIM REJECTION

Below, we will list the various factors that may lead to the rejection of claims, both by our organisation SW Group Logistics (SWGL) and the Road Haulage Association (RHA). The following sections are excerpts extracted from our company's Terms and Conditions and the RHA's Conditions of Carriage 2020 that suggest reasons for a claim rejection but are not limited to these. For more details please refer to the complete T&CS of SWGL and the Conditions of Carriage 2020 of the RHA.

REASONS FOR A REJECTED CLAIM

SW GROUP LOGISTICS TERMS AND CONDITIONS



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1

SWGL will not be liable for claims or fines from the consignee for late/early-timed delivery.

2

The endorsement of the words "not checked" or "unexamined" (or different words to the same effect) on a delivery note shall not render SWGL liable for any shortage or damage.

3

SWGL is not liable for unverified deliveries. Customers are required to provide evidence of any losses. If recipients confirm receipt, SWGL bears no responsibility for loss or damage.

4

SWGL is not responsible for lost Consignments if they are later found and returned to the CUSTOMER. The value of returned goods may offset any claims against SWGL, regardless of their association with a specific consignment.

5

SWGL will not be held liable for any damage to a consignment if the collection has been requested by the CUSTOMER from an address other than the client's premises.

6

To ensure safe transit of your goods please ensure all products are within the **height limit** of 1.8 meters. Your account manager can offer guidance on any special requests based on your needs.

7

For further information concerning any of the aforementioned conditions, please refer to the SWGL's terms and conditions.

- 1 **Section 6:** The customer bears responsibility for proving the shipment's condition, nature, quantity, quality, or weight upon receipt.
- 2 **Section 6, Subsection 3:** The consignment shall be at the sole risk of the customer at all times when the consignment is not in transit.
- 3 **Section 10 subsection C, V:** Insufficient or improper packaging, labelling or addressing, unless the Carrier has contracted prior to the service.
- 4 **Section 10 subsection C:** 'Force Majeure Events' which are beyond the reasonable control of the carrier are not covered.
- 5 **Section 10 subsection C, VII:** Traffic disruptions, vehicle breakdowns or lack of delivery instructions from the customer.
- 6 **Section 12 subsection I:** Each claim is limited to the gross weight of that part, irrespective of the impact on other parts' value.
- 7 **Section 12 subsection II:** Nothing in this condition shall limit the carrier's liability to less than the sum of £10.
- 8 **Section 14, Subsection A:** The carrier is not liable for physical loss, misdelivery, or non-delivery of goods unless notified in writing within seven days.
- 9 **Section 14 subsection B:** The carrier shall not be liable for any other type of loss unless advised thereof in writing within twenty-eight days.
- 10 For further information concerning any of the aforementioned conditions, please refer to the Road Haulage Association Conditions of Carriage 2020.