



# FIRMIN

## Customer Claim Notification Form

To be completed by claimant and returned to: Alan Firmin Ltd, Kemsley Fields Business Park, Sittingbourne, Kent ME10 2FE  
Tel: 0845 130 5050 -- Email: cs@trustfirmin.com

Your details			
Name of claimant:			
Claimant address:			
Contact name:			
Telephone number:		Fax number:	
Email address:			
Vat Registered:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	(please tick)

About the incident			
Is this the first written notification of this incident to us? <i>If you have advised previously please confirm when so we can tie up paperwork and avoid duplication.</i>		Yes <input type="checkbox"/> __/__/__	No <input type="checkbox"/>
Consignment no. (if known):		Your ref (if different):	
Date of despatch:		Date of incident:	
Nature of claim:	Damage <input type="checkbox"/>	Shortage <input type="checkbox"/>	Non-delivery <input type="checkbox"/> Other <input type="checkbox"/>
Full description of goods:			
Collection address:			
Delivery address:			
Where goods can be inspected			
Total weight of consignment:	Kgs	Weight of missing / damaged goods	Kgs
Total cost price value of consignment:	£	Cost price value of missing / damaged goods:	£
Amount claimed:	£	Is there any salvage value? (Please comment)	

We will expect the delivery note to have been claused confirming goods were damaged or short at the time of delivery. Alan Firmin Ltd or Pallet Track plc or its members and / or their insurers reserve the right to inspect damaged goods. You must hold the goods for inspection / return until otherwise instructed. All claims are subject to a £100.00 excess.

Essential documents (please tick)			
Your suppliers cost price invoice (or evidence of your profit margin):	<input type="checkbox"/> The principle is that you can only claim for the cost of the goods to you, so that you do not make a profit twice from the same incident. If you re-supply your customer you will make a profit from that sale. You can reclaim from us the amount up to the net cost of the goods to you (subject to RHA limitations).		
Your sales invoice showing price paid by your customer:	<input type="checkbox"/>		
Your written notification of your intention to claim. This must be received within 14 days of the incident. If not within 14 days, a written explanation for the delay is required.	<input type="checkbox"/> These are RHA time limits. We trade with you under RHA conditions. If you do not provide the appropriate information and documents within these time scales, we (our insurers) may not be liable to meet any claim.		
Photographic evidence provided for all damaged goods:	<input type="checkbox"/> To allow insurers to assess extent of damage and consider salvage value, if any.		
Signature:		Date:	
Print Name:			

N.B: Written notification of your claim must be made within RHA time limits as stated above. This form is to give you guidance as to what information is required. Any delays in providing information as shown WILL result in delays in dealing with your claim and can result in the claim not being admissible.