



Connecting Through Innovation!



AECAA Pty Ltd Trading as **Automotive Electrical & 4WD Accessories** | ABN: 96 059 087 704 | ACN 059 087 704

AECAA PTY LTD, TRADING AS AUTOMOTIVE ELECTRICAL & 4WD ACCESSORIES FREIGHT POLICY

1. POLICY

- (a) AECAA Pty Ltd, employs systems to ensure products will be AECAA preferred freight company. From time to time, freight companies do miss deadlines, and while every effort is made by AECAA Pty Ltd to ensure correct and timely despatch, some freight may miss those deadlines.
- (b) AECAA Pty Ltd has invested widely in the employment of systems and packaging to reduce the incidence of damage in transit. These include correct storage and handling of AECAA Pty Ltd product at AECAA Pty Ltd correct loading of goods onto outgoing transport. We believe that this is a significant and worthwhile investment, and is of genuine benefit to ourselves and our customers

1.2 Lost or damaged goods

- (a) Where the freight company delivering the goods has been engaged by the customer, the customer must:
 - (i) inspect the goods upon arrival and sign the consignment note as “damaged” or “subject to check” as the case may be; and
 - (ii) contact the freight company directly regarding the loss or damage.
- (b) Where the freight company has been engaged by AECAA Pty Ltd on the customer’s behalf, the customer must:
 - (i) inspect the goods upon arrival and sign the consignment note as “damaged” or “subject to check” as the case may be; and
 - (ii) contact AECAA Pty Ltd with details of the goods i.e. work order number, consignment note number, date of receipt of goods, the carrier, nature of damage or loss.

AECAA Pty Ltd will pursue the claim with the carrier on the customer’s behalf. The claim is subject to the terms and conditions of the carrier and/or insurer. Freight insurance policies have strict guidelines concerning:

- (iii) Time within which the claim must be lodged;
 - (iv) The amount the goods are insured to;
 - (v) Verification of damage or loss by either direct inspection, digital photos, or the availability of other evidence;
 - (vi) Acceptance of liability;
 - (vii) Payment of accepted liability;
 - (viii) Claims must satisfy all terms and conditions to result in a successful outcome and payment.
- (c) AECAA Pty Ltd employs several transport companies to despatch product throughout Australia on behalf of customers. Arrangements negotiated by AECAA Pty Ltd include beneficial freight rates. In some instances insurance is included in the freight charged to you. Freight and insurance (if applicable) are subject to the terms and conditions of the transport company and the Insurer. Please contact AECAA Pty Ltd for further details.

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