

MAINSTREAM NEW ZEALAND LTD – CLAIMS PROCESS

Mainstream transports thousands of consignments throughout New Zealand every day on time and without issue. However, in the event you wish to lodge a claim with Mainstream here is the process that needs to be followed to ensure your claim is investigated and handled quickly and efficiently.

Investigation and Claim Timeframes:

- In the event of damaged freight, an Investigation Report must be lodged with Mainstream within seven days of dispatch from your warehouse. It's also important to ask your client to hold the damaged goods complete with the original packaging for the purpose of investigation and determining the cause of the damage.
- In the event of missing freight, an Investigation Report must be lodged with Mainstream within fourteen days of dispatch from your warehouse.
- Mainstream will acknowledge the receipt of the Investigation Report the same day as we receive it.
- The Investigation Report results will be sent to you within 3 working days.

If as a result of the investigation it is determined that the goods were delivered and signed for as being complete and in good order, damage resulted from insufficient packaging or your claim was received out of time frame, notification that the claim will not proceed will be sent to you within 3 working days.

Here are the steps taken to transition your Investigation Report to a Claim:

- Please complete an Investigation Report in detail and send it back to claims@mainstream.co.nz with an estimated cost of the goods. Please do not invoice us as you are simply requesting an investigation at this point. We would also recommend that to protect your position that you do not credit your customer until the investigation has been completed and the result communicated to you within 3 working days.
- If the Investigation Report is accepted Mainstream will send you a "Claim Letter of Acceptance" quoting a purchase order number and requesting that your accounts department generate an invoice for Mainstream New Zealand Ltd detailing the consignment note number and our purchase order number. It's important that you also verify that the price being charged to us is in fact a **cost price**, and not a retail price.
- Should the claim be for damaged goods, the damaged items must be returned to Mainstream before payment will be made.

PLEASE NOTE: Under the Contract and Commercial Law Act 2017, the maximum liability is \$2000.00 including G.S.T. per unit of travel.

Should you disagree with Mainstream's decision relating to your claim, you can write to the National Claims Manager - Mainstream New Zealand Ltd with your reason/s for wanting the file to be reviewed as this will enable us to complete further investigation into your claim.