



PEGASUS EXPRESS

INVERNESS ABERDEEN DUNDEE GLASGOW PRESTON

Claim Form

Your Reference:		Our Reference:	
Sender Full Name and Address:		Consignee Full Name & Address (on label)	
Address:		Address:	
Contact:		Contact:	
Phone No:		Phone No:	
Did packages show senders name & address as above? YES / NO			
If "No" state what did appear			
State other names and trade names that you use			
State service used: Next Day / AM / 10AM / Economy / Saturday / Collection			
Nature of claim: Non Delivery / Shortages / Damage / Pilferage			
Consignment Note No:		Date of Despatch:	
Total No of packages dispatched:		Total weight of consignment in kilos:	
Consignee Order No:		Invoice Number:	
Full description and extent of missing / damaged goods (quantity, colour, size etc):			
How were the goods packed?			
Number of packages involved in claim:			
Cost Value of goods Missing / Damaged (excluding VAT) £ PLEASE SUPPLY COPY INVOICE		Amount you are claiming (excluding VAT) £	Cost of whole consignment (excluding VAT) £
Salvage Value not including Profit £		Declared Insurance Value, Excluding Profit: £	
Signed on behalf of sender:		Position:	Date:



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Claims Procedures

In accordance with RHA 1998 Conditions of Carriage Item 13 (1)(a)(b), strict time limits for informing us of any claim are applicable.

Claims must be submitted in writing within 7 days and quantified within 14 days from delivery date for part loss or damage of any consignment.

For full loss, claims must be submitted in writing within 28 days and quantified within 42 days from delivery date.

Any claim submitted out with these time limits will be rejected.

Claims should be sent to the following department:

Mr Allen Ferrier
Pegasus Express Limited
Unit 25
Whistleberry Industrial Park
Hamilton
ML3 0ED

Tel: 01698 802275

Fax: 01698 802270

Email: Allen.Ferrier@pegasusexp.co.uk

All claims are subject to £100 excess and must be supported by the following documentation to substantiate the claim in full:

- Letter of Claim
- Completed Claims Form
- Copy of cost invoice
- Copy of Sales Invoice
- Confirmation of actual weight of items claimed for (be it for damage or loss)
- Evidence of weight
- Details of any salvage against the claim
- Photos of Damage (if available)
- If the damage is repairable, a copy of the repair quotation / invoice is required
- Damaged goods must not be disposed of without prior consent, as they may be required by the insurers for inspection. Claim may be rejected if the insurers are not given the opportunity to do so.



Goods in Transit Liability refers to RHA 1998 Conditions with an uplifted limit of £5,000 per tonne (£5.00 per kilo).