

CONSIGNMENT INDEMNITY COVER GUIDE

All consignments (except prohibited items see below) are automatically indemnified for loss or damage to a replacement value of £100 maximum per consignment.

Additional Indemnity cover can be provided, up to a maximum value of £10,000 per consignment at a cost of the greater of £20 or 2% of the total declared value of the qualifying items within your shipment.

Charge

£20.00 minimum charge or 2% of the value declared.

Example:

Consignment replacement value £750.00 – cover charge £20.00

Consignment replacement value £4,500.00 – cover charge £90.00

Arranging Additional Cover

There are 3 ways of arranging the additional cover on your International Express or UK Overnight shipment depending upon how you place your order.

- **OnLine booking** – enter the description of goods to be covered, select 'Yes' if indemnity is available on that commodity and accept the terms & conditions of indemnity in the pop-ups.
- **Telephone booking** – advise CitySprint what you are sending, state the value of the item and accept the indemnity offer if available on that commodity.
- **Other booking** – complete the online form.

Acknowledgement of your request for additional indemnity does not indicate that your shipment is covered. CitySprint will, after receipt and inspection of your shipment, confirm if we are able to provide the requested indemnity, whether we require additional information or if the shipment requires additional packaging.

Packaging

Your shipment must be sufficiently packed for the service requested and the handling methods associated with that service. CitySprint will not accept any responsibility for poorly or inadequately packed items. See CitySprint packaging advice and CitySprint conditions of business 4.1 & 10.4.3.

Prohibited / Excluded Items

Prohibited/Excluded goods that we cannot cover include:

Personal effects; antiques or works of art; furniture; cash or cash equivalent; watches; gold; silver; precious stones; negotiable documents; glass; motor vehicles; livestock; foodstuffs/perishable items; liquids; tobacco/alcohol and associated products; fragile or delicate items, glass, architectural models

IT equipment, including laptop computers; Audio Visual equipment, Mobile Phones, Blackberries & other smart phones can only be covered for loss on UK Overnight Parcel services.

Making a Claim

In the unlikely event that you need to make a claim the following terms apply.



Shipments are covered for loss or damage (excluding electrical malfunction) in transit, where such damage is noted at point of delivery, where CitySprint are initially advised within 48 hours of delivery or expected delivery in the case of claims for loss and where a full claim is subsequently made in writing within a further 3 days.

The shipment and any outer packaging must be held at point of delivery for collection, inspection or further instructions from CitySprint. A claim for damage of contents will be deemed invalid if the parcel is inadequately packed or if the inner and outer packaging is not retained for verification.

Full details of the CitySprint policy for additional indemnity are available on request. If you require further information please contact Customer Services.