

What to do if your Order arrives damaged – Insurance Claim Procedure

TGS always hope that your vehicle(s) and goods will always be delivered in good condition, but if they are not, please follow these guidelines, and the insurance claim should be processed quickly and without any argument.

The After Sales team will handle and submit insurance claims on behalf of our customers, however this will not be possible without the assistance of the customer. It is therefore important for TGS to be notified as soon as an incident occurs or detected.

The procedure for making a claim under the Insurance policy depends on the value of the claim. An estimate for repair or replacement is thus always required as soon as possible.

If the repairs cost less than the excess (GBP 1,200 or equivalent) then there is no point in submitting an insurance claim, as the first GBP 1,200 will not be payable by the Underwriters.

Lloyd's Survey

If the damage is significant and the repairs are expected to cost over GBP 5,000 (or equivalent), a full Insurance Survey by a Lloyds Agent is required.

When arranging the survey, customers must inform the Lloyds Agent that the claim will be processed in London. If at all possible, the report should therefore be produced in English, even though the local language may be French or other.

The following link allows you to find who the Lloyd's agent in your country is:

<http://agency.lloyds.com/map#united%20kingdom,5>

If TGS are notified of the incident as soon as it is identified, TGS will write to the Lloyd's Agent and will copy our customer in the correspondence so that they can arrange the inspection between themselves. In this manner we will ensure the inspection is arranged at a time convenient to both parties.

What do you (Customer/Recipient) need to do?

A claim will be settled quickly, and without argument, if a few basic rules are followed:

1. Always act promptly and tell us that there is a problem immediately. We do not need full details at this stage – simply an outline of the problem.

2. Record the loss or damage on the shipping line or freight forwarder's delivery note.
3. Write to the shipping line or freight forwarder holding them responsible for the loss or damage. If the contact details are unknown, TGS will provide you with these.
4. Visit the local Toyota distributor to complete the PDI and warranty registration and obtain a repair estimate. If items are lost, TGS can provide a quotation for replacing the missing items, if not available locally.

IMPORTANT:

In no circumstances, except under written protest, should the customer give clean receipts when goods are in doubtful condition.

When delivery is made by container, our customer ensure that the container and its seals are examined immediately by their responsible official. If the container is delivered damaged or with the seal broken, or with seals other than those shown on the shipping documents, make a note to this effect on the delivery receipt, and keep all defective or irregular seals for future identification. For a claim to be settled quickly, and without argument, photographs of the vehicles inside the container prior to unloading are required.

Documents Required for a Claim

- Original Certificate of Insurance – **Held by TGS**
- Original or Copy Shipping Invoice, together with shipping specification and/or weight notes – **TGS**
- Original Bill of Lading and/or other contract of carriage – **Customer or TGS depending on INCO term of order**
- Copy of delivery note recording the damage or loss – **Customer**
- Photos of the damage – **Customer or Freight Forwarder**
- Survey Report or other documentary evidence to show the extent of loss or damage – **Customer or TGS (if copied)**
- Repair Estimate by local Toyota Distributor – **Customer or TGS**
- Correspondence exchanged with the Carriers and other parties (e.g. Port Authorities) regarding their liability for the loss or damage – **Customer or TGS (if copied)**
- Copy of Police Report, if available – **Customer or Freight Forwarder**

Claims Procedure Flowchart

