



PO Box 12-732, Penrose
18-20 Bell Avenue
Mt Wellington, Auckland
Tel. 09-250 0800
Fax. 09-250 0803
Email. info@pbt.co.nz

Dear Client,

Re: Claim Application with The PBT Group

Please find attached a copy of The PBT Group Claim Application Form. This form can also be completed online at www.pbt.co.nz and is used when lodging a claim with any company within the Group.

To help us respond quickly to your claim, please ensure all sections of the form are completed in full, including the declaration at the bottom. A checklist of all required documentation is listed below.

Please note that claims will only be accepted from the freight payer (PBT account holder).

- Fully completed Claim Application Form
- Correct PBT Couriers ticket number or Peter Baker Transport consignment note number
- Invoice at cost price* (listing individual items and cost) and billing the relevant PBT company eg. PBT Transport Limited Claims Account)

* Cost price refers to cost of manufacture by your business or cost price supplied to you by the manufacturer

- Copy of invoice billing your client
- Proof of value

Please provide either:

- A copy of invoice(s) for material(s); or
- A copy of invoice(s) from supplier of goods to your business; or
- A computer stock print-out showing cost of goods; or
- For claiming repairs on damaged product, please provide proof of value for replacement of the original product and proof of repair or quote to repair

Once collated, Claim Application Forms may be posted, faxed or emailed. Please note that emailed documents must be in either PDF, TIF, Excel or Word formats (ie. not JPG).

The issue of this form or claim number does not admit liability for your claim - and approval is conditional upon any damaged product being available to us as salvage. Should the claim be approved, we will be in contact with you prior to releasing any payment to arrange collection of this salvage.

We undertake to resolve your claim as promptly and efficiently as possible. Should you require further assistance, please do not hesitate to contact us on 09-250 0800 or via email at claims@pbt.co.nz.

Yours sincerely,

The PBT Group Claims Department



Claim Application Form

Claim required for: PBT Transport Limited PBT Couriers Limited PBT Bulk Limited
(please indicate with an 'x')

DETAILS OF CLAIMANT (Claims will only be accepted from the freight payer)

Company/Person: _____	Date: _____
Address: _____	Telephone: _____
_____	Email: _____
_____	Tax Inv / GST No: _____

DETAILS OF CLAIM

Con. Note/Ticket No: _____	Date of despatch: _____
Sender: _____	Receiver: _____
Address: _____	Address: _____
_____	_____
Contact: _____	Contact: _____
Telephone: _____	Telephone: _____

Description of consignment: _____

Type of claim: Damage Loss Other _____

Description of damage: _____

DAMAGED FREIGHT BEING HELD BY

Sender Receiver PBT Other _____

Was the loss/damage reported at the time of delivery? *(please indicate with an 'x')* Yes No

Other relevant information: _____

CLAIM APPLICATION CHECKLIST (To be completed before your claim application can be processed)

- Fully completed Claim Application Form
- Correct ticket or consignment note number
- Invoice at cost price billing the relevant PBT company (eg. PBT Transport Limited Claims Account)
(Note: Cost price refers to the cost of manufacture by your business or cost price supplied to you by the manufacturer)
- Copy of invoice billing your client
- Proof of value
(Note: Please provide either copy of invoice(s) for material(s) or copy of invoice from supplier of goods to your business)

I declare to the best of my knowledge, that the details given on this form are true and correct.

Name: _____	Position: _____
Date: _____	Signature: _____

Claim Application Forms may be posted, faxed or emailed (emailed documents must be in either PDF, TIF, Excel or Word formats - ie. not JPG). This form and full documentation can be sent (without prejudice) to:
 The PBT Group, PO Box 12-732, Penrose, Auckland - Attention: Claims Officer
 Tel: 09-2500 800, Fax 09-2500 803, Email: claims@pbt.co.nz

Note - Member companies of The PBT Group do not admit liability by the issue of this form
 - All claims for damage must be lodged within 7 days of delivery - or 24 hours in the event of concealed damage that is signed for)
 - All claims for loss must be lodged within 14 days of despatch