

## UPN Insurance Claim

Dear Customer,

We are sorry to hear of your loss/damage to your goods. All damages must be reported to us within 24 hours of completion of delivery.

In order to reclaim any losses we will then require the following as shown below returned to us within 5 days of the completion of delivery.

Documents Required	Enclosed	To Follow
A letter of claim and invoice from the Customer for the damaged/lost goods		
A copy of the original sales invoice for the consignment		
A copy of the Claused Delivery Note (if applicable)		
Confirmation of the Weight of the Lost / Damaged Goods.		
Photographic evidence		
Confirmation of the Manifested Weight of the consignment		

All UPN insurance claims are dealt with by Hen Kenny, please forward all insurance related emails to her at [hen@ningbo.co.uk](mailto:hen@ningbo.co.uk) and if you need any help in filling in the claim form please don't hesitate to either drop Hen an email or give the office a call on 0845 121 0147.

Kind Regards

The Traffic Team

