

**ALLIED OVERNIGHT EXPRESS PTY LTD  
LOSS OR DAMAGE WARRANTY  
FACT SHEET**

<i>Purpose</i>	Allied Overnight Express' Loss or Damage Warranty is available to all customers to ensure that in the unforeseen circumstance that an item is damaged or lost in transit, Allied Express can reimburse you for the wholesale value of the item effected. The Warranty is subject to the conditions listed below.
<i>Cost</i>	The cost for this warranty is based on a percentage of the transport cost of the freight delivered, on a weekly basis.
<i>Items Excluded</i>	<p>This warranty is available on a wide range of items carried by Allied Overnight Express. Unfortunately however, it is not available for the following types of goods:</p> <ul style="list-style-type: none"> <li>Commercial bulk dangerous goods;</li> <li>Explosives;</li> <li>Bloodstock, exotic bird and pets;</li> <li>Currency of all descriptions;</li> <li>Live plants and trees;</li> <li>Motor vehicles;</li> <li>Household goods removals;</li> <li>Furniture including tables, chairs, lounge suits, mattresses, picture frames;</li> <li>Second hand goods with existing damage or in poor condition;</li> <li>Frozen or chilled meat, seafood or foodstuffs;</li> <li>Works of art or antiques;</li> <li>Glass objects and items containing glass;</li> <li>China, crockery, porcelain and pottery items, including vanity and other bathroom items;</li> <li>Precious metals and stone, money, bullion, cheques, credit or other card sales vouchers, securities, shares, bonds, deeds, bills of exchange or any document that represents money.</li> </ul> <p>All goods must be suitably packaged for the mode of transport, insufficient packaging will void a warranty claim.</p> <p>It is also not available on items carried by Allied Express Transport, which are your local, same day courier and taxi truck deliveries.</p>
<i>Incident Notification</i>	Should an incident occur, customers must complete a "Loss or Damage Warranty" Incident report, and return this to Allied Express within 30 days of the incident occurring. If notification is not received within 30 days, the Warranty will be void. Incident report forms are available on the Allied Express website (go to the client centre at <a href="http://www.alliedexpress.com.au">www.alliedexpress.com.au</a> ) or via emailing <a href="mailto:warranty@alliedexpress.com.au">warranty@alliedexpress.com.au</a> . Incident report forms will outline all information required from you and the process that you need to follow to notify Allied Overnight Express of an incident.
<i>Incident Investigation and Conclusion</i>	<p>Once an incident is notified, Allied Express will conduct a full investigation of the circumstances presented to us. Negligence and/or non delivery by Allied Express must be proven before Allied Express will accept responsibility for the incident. Once Allied Express have accepted responsibility for the incident, a cheque for the wholesale amount of the item claimed will be forwarded to you within 30 days.</p> <p>Allied Express will not accept responsibility for any item/s where the wholesale value of the item/s is less than \$250, or more than \$12,500 for any one incident. An incident is defined as "single event which leads rise to a claim which may or may not involve more than one consignment"</p>
<i>Standard Terms and Conditions</i>	The Allied Overnight Express "Loss or Damage Warranty" is offered in line with our standard terms and conditions of contract, which may be viewed on the Allied Express website (go to the client centre at <a href="http://www.alliedexpress.com.au">www.alliedexpress.com.au</a> ).

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Fiercely Independent**

National Bookings **13 13 73**  
Book online [www.alliedexpress.com.au](http://www.alliedexpress.com.au)

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