



Important Notes

- You must inspect the Goods at the time of delivery and sign for in good condition
- Your Insurance is with Border Express (Premier House is not the Insurer or Carrier)
- In the rare event of a product arriving damaged/shipping damaged, you must clearly note this with the driver at the time of delivery before accepting the goods or releasing the courier and notify Premier House within 24 hours.
- Any delays in unboxing or use, will not be considered for the damage claim eligibility.
- Premier House is not the carrier or insurer and will not be liable for any delays, damage, or denial of any claim.
- We will require photographic proof or other evidence in the event of insurance claim. (Carton damage alone is not a reason for refusal of delivery)
- Original cardboard packaging needs to be kept

Should you have further questions, please don't hesitate to contact us.

Contact:
0356 821 551

Email:
sales@premierhouse.com.au

Website:
www.premierhouse.com.au

Supplied by



PO Box 11
Foster Vic 3960
Ph 03 5682 1551

Freight Warranty

Coverage and Qualification

The Services will be subject to the terms of the Freight Warranty unless the Customer is ineligible, or the Customer has elected prior to commencement of the Service that Freight Warranty will not apply.

Claim Parameters

- The Customer (Premier House) must notify Border Express in writing of any FW Claim within the following time limits:
 - a.) where the Receiver has indicated in writing on the consignment note that loss or damage has occurred in respect of the Goods, within seven (7) days of the Services being undertaken; or
 - b.) where the Receiver has acknowledged that the Goods have been delivered and received in good order and condition, within twenty-four (24) hours from the date of delivery of the Goods to the Delivery Address; or
 - c.) in respect of FW Claims for non-delivery, within seven (7) days of the Services being undertaken.
- The Customer may only make one (1) FW Claim per consignment note.
- The Customer must attach to any claim form (either physically or electronically), documentary evidence acceptable to Border Express (for example, receipt, valuation or tax invoice) as proof of value of the Goods.
- FW Claims will only be paid by Border Express

Limitations

The Freight Warranty is subject to the following limitations:

- FW Claims are limited to loss of or damage to the Goods only

Exclusions

Border Express will not be liable for any FW Claims made by the Customer in any of the following circumstances:

- a.) Where the Customer has not selected a level of Freight Warranty to apply to the consignment or has not paid the Freight Warranty charge
- b.) Where the Customer (Premier House) fails to submit the FW Claim to Border Express within the relevant time limits.
- c.) Where Border Express is in possession of a POD for the consignment signed by a person to indicate that the Goods were received in good order and condition.
- d.) Where the Goods consigned are Excluded Goods;
- e.) Where the delivery address is a post office box, a roadside drop or postal mailbox.