

DELIVERY CHARGES – IMPORTANT INFORMATION REGARDING TRANSIT INSURANCE

Ownership of the purchased items passes to the purchaser when the goods are uplifted by the carrier company.

Whilst we do not anticipate damage to occur during shipment - please note the following:

The charge to deliver your order includes carrier insurance.

The maximum insurance is \$2000 (INC GST) if a claim is accepted by the carrier. There is no excess.

If you wish to claim a larger sum on Digi Screens insurance, there is an excess of \$500 including GST if the claim is accepted.

The procedure should you need to make a claim:

- 1 - Any damage to the carton/crate must be reported to the freight company on arrival and noted on the delivery docket - failure to do so can void a claim
- 2 - Photos are to be taken of the area of damage and the whole item before the carton is opened
- 3 - Next, please check inside the delivery carton/crate for any damage to the equipment
- 4 - If there is damage to the carton/crate but no obvious damage to the contents, please still advise us, as there may have been internal damage done that may not be immediately obvious
- 5 - If there is no damage to the carton, please still check the equipment has traveled without being dropped
- 6 - We must be advised of all damage, with supporting photos, within three business days of delivery
- 7 - If these conditions are completed in the required timeframe, a claim will be lodged on your behalf