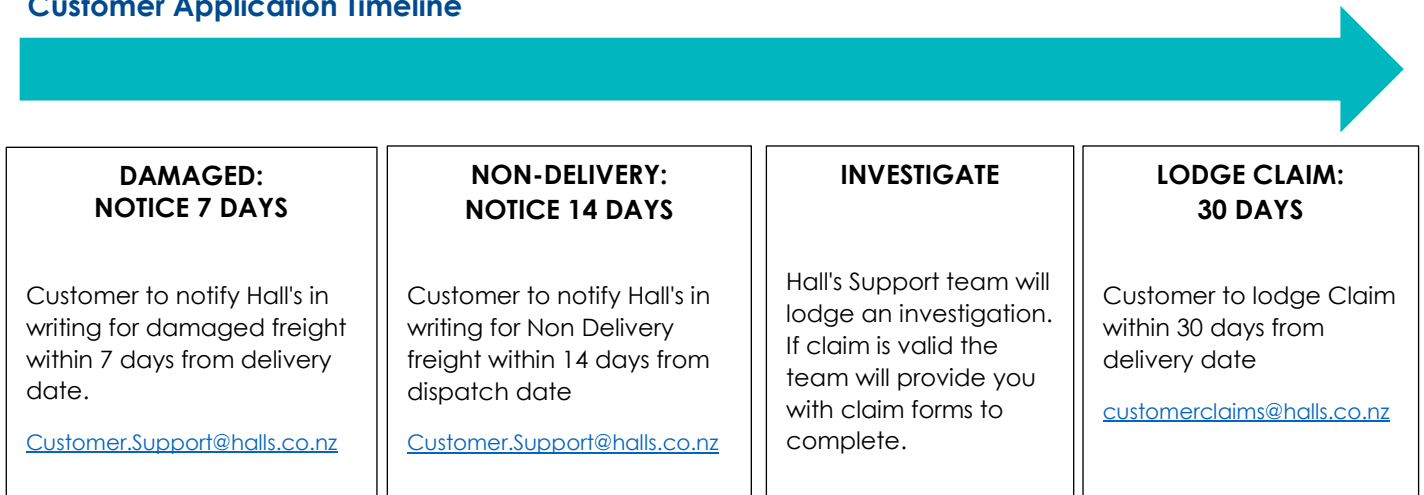


Customer Guide to Claims

Hall's Group endeavours to provide a great service to all our customers by handling all freight with the utmost care, however we understand that things can go wrong from time to time. This guide is our recommended procedure to help assist you in the event you wish to lodge a claim for damaged or missing freight.

Customer Application Timeline



THE CLAIMS PROCESS

1. Contact our Customer Support team with damage/missing freight details within the claims application timeline
2. Customer Support will conduct an initial investigation and provide decline/acceptance to lodge a claim
3. For accepted claims Customer Support will provide you with a Customer Claim Pack and supporting documentation
4. Please ensure your freight charges are paid in full before a claim may be processed. Claim payments cannot be deducted from your regular invoicing.
5. Fill out the Carriage of Goods Claims Form in full and gather all checklist items required for your claim including all correspondence you have had with Hall's Customer Support
6. Submit your full Claim Application to customerclaims@halls.co.nz within 30 days from notification of claim.

PROCESSING YOUR CLAIM

1. Once you submit your completed application, Hall's will enter your claim in our database advising you of your Claim Reference Number.
2. If accepted, payment of your claim will be processed within 30 days or we will notify you in writing if your claim has been declined or delayed with supporting reasons.
3. Please note under the Contracts and Commercial Law Act (Carriage of Goods section), Hall's is limited to a maximum liability of \$2000 (incl. GST) per unit of goods, unless a signed contract is in place that states otherwise.