



## FreightSafe Warranty Terms & Conditions

### General

1. Sullivan Logistics Trading as Kalexpress Overnight & Quality Transport (Kalexpress) will provide to the Customer a warranty against loss or damage to Goods during the Carriage and while the Goods are in the possession of Kalexpress, subject to the limitations and exclusions set out hereunder (the "FreightSafe Warranty").
2. The FreightSafe Warranty applies to all goods consigned on each Customer's unique account number. Customers cannot elect which consignments the FreightSafe Warranty will apply to and the FreightSafe Warranty will apply to an account completely.

### FreightSafe Warranty Claims

3. Any claim under the FreightSafe Warranty for damage to or loss of Goods ("Claim") must be made online, using the online claim form found on the Kalexpress website at <https://my.freightsafe.com/aus/claimform/kal>.
4. The Customer must notify Kalexpress in writing of any Claim within the following time limits:
  - a) where the Receiver has indicated in writing on the Proof of Delivery or has records that they have informed Kalexpress that damage has occurred in respect of the Goods, within fourteen (14) business days from the date of delivery of the Goods to the Delivery Address;
  - b) where the Receiver has acknowledged that the Goods have been delivered and received in good order and condition, within two (2) business days from the date of delivery of the Goods to the Delivery Address;
  - c) In respect of Claims for non-delivery, within fourteen (14) business days after the expected date of delivery for that item/consignment note.
3. The Customer may only make one (1) Claim per consignment.
4. The Customer must provide to Kalexpress with any Claim, documentary evidence acceptable to Kalexpress (for example copy of the supplier's invoice or evidence of actual cost of manufactured goods) as proof of value of the Goods.
5. Where the customer makes a valid Claim, Kalexpress reserves the right to pay the Claim directly to the Customer by credit to the Customer's account.
6. Claims will only be paid by Kalexpress in respect of any Claim after the Customer has paid all outstanding amounts owed by the Customer to Kalexpress on their account, so that the account is within agreed trading terms.

### FreightSafe Warranty Limitations

7. The FreightSafe Warranty is subject to the following limitations:
  - a) Claims are limited to loss of or damage to the Goods only. For the avoidance of doubt, the FreightSafe Warranty does not cover any consequential loss or damage suffered by the Customer as a result of loss or damage to the Goods.
  - b) The maximum amount that may be claimed from Kalexpress under the FreightSafe Warranty is the lesser of:
    - a. the FreightSafe Warranty Limitation Amount of \$1,500.00; and
    - b. the cost price of the Goods, as supported by documentary evidence acceptable to Kalexpress (for example copy of the supplier's invoice or evidence of actual cost of



manufactured goods).

- c) GST and freight charges relating to the consignment covered by the FreightSafe Warranty shall not be included in the calculation of any amount payable under the FreightSafe Warranty in respect of the Goods and any payment by Kalexpress arising out of any Claim made by the Customer will be exclusive of GST.
- d) Where a claim has been paid in full for goods damaged, Kalexpress reserves the right to take possession of the goods as salvage and to dispose of such goods as it sees fit.

#### **FreightSafe Warranty Exclusions**

- 8. Kalexpress will not be liable for any Claims made by Customers in any of the following circumstances:
  - a) Where the Customer has not paid the FreightSafe Warranty charge;
  - b) Where the Customer is not the account holder;
  - c) Where the Customer fails to submit the Claim to Kalexpress within the relevant time limits set out above;
  - d) Where Kalexpress is in possession of an unendorsed proof of delivery form for the consignment;
  - e) Where the Goods consigned are Excluded Goods, where "Excluded Goods" means each of the following items:-
    - i. currency; negotiable instruments; jewellery; gemstones; precious metals; antiques; works of art; securities; drugs; weapons; living animals or plants; refrigerated goods; second hand or used goods, cigarettes, tobacco and tobacco products; valuable documents; glass or glass related products.
  - f) Where Kalexpress in its reasonable opinion considers the Packaging of the Goods to be inadequate for road, rail, sea or air transportation;  
Refer to our Packaging Guidelines for further details.
  - g) Where the Goods are determined by Kalexpress to have been defective prior to the Carriage;
  - h) Where damage, mechanical failure or other operational defect in the Goods could not, in the reasonable opinion of Kalexpress, have been caused by the Carriage;
  - i) Where Kalexpress fails, delays or is unable to carry out its obligations under this contract due to strikes and / or lockouts (whether of Kalexpress's own employees or those of others and whether or not Kalexpress could have avoided the same by acceding to the demands of the employees responsible for such action), acts of God, war, terrorism, fire, flood, embargo, litigation, acts of government or any agency instrumentality or any political subdivision thereof or any other cause beyond the control Kalexpress;
  - j) Where the goods have been lost or damaged as a result of derailments, collisions, overturning;
  - k) Where the Goods have not been packed in the original manufacturer's packaging or the equivalent;
  - l) Where the Delivery Address is a post office box, a roadside drop or postal mail box.

#### **Amendments to Terms and Conditions of Contract**

- 9. Kalexpress reserves the right to amend these terms and conditions of contract from time to time, without prior notice to the Customer.