

Claims Procedure Chart

Order Recieved By Customer

Short Supply

Customer to sign scanner or manifest/POD as "short".
24 hours from delivery to claim.

Damaged

Visible damage to freight discovered on delivery.
24 hours from delivery to claim.

Picking Error

48 hours from delivery to claim.

Order Error

24 hours from delivery to claim.

Concealed damage
48 hours from delivery to claim.

Customer to sign scanner or manifest/POD as "damaged" (or rejected if completed order not accepted).

Customer completes online claim form from Tasman or Allied Liquor website
www.tasmanliquor.co.nz or www.alliedliquor.co.nz

Customer received automatic confirmation that their claim has been received

Tasman Claim team will investigate within 5 working days of all documentation being received

Claim Accepted

Tasman claims team processes credit and notifies customer via e-mail.

Claim Rejected

Tasman claims team notifies customer of reason for rejection via e-mail.