



## FreightGuard Service Guarantee Terms & Conditions

### General

1. Unless the Customer has elected prior to the commencement of the Carriage that the FreightGuard Service Guarantee is not to apply, INTERNET EXPRESS will provide to the Customer a warranty against loss or damage to Goods during the Carriage and while the Goods are in the possession and control of INTERNET EXPRESS, subject to the limitations and exclusions set out hereunder (the "FreightGuard Service Guarantee").
2. The FreightGuard Service Guarantee applies to all goods consigned on each Customer's unique account number. Customers cannot elect which consignments the FreightGuard Service Guarantee will apply to and the FreightGuard Service Guarantee will apply to an account completely, or not all.
3. The Customer must pay to INTERNET EXPRESS the applicable FreightGuard Service Guarantee charge.

### FreightGuard Service Guarantee Claims

1. Any claim under the FreightGuard Service Guarantee for damage to or loss of Goods ("Claim") must be submitted via the FreightGuard Online Claims form on the following URL link;

<https://freightguard.force.com/s/new-claim?vCarrierPrefix=IXP>

Which can also be found on the Internet Express website.

**or e-mailed to: [claims@internetexpress.co.za](mailto:claims@internetexpress.co.za)**

2. The Customer must submit the claim or notify INTERNET EXPRESS in writing of any Claim within the following time limits:
  - a) where the Receiver has indicated in writing on the consignment note or has records that they have informed INTERNET EXPRESS that loss or damage has occurred in respect of the Goods, within fourteen (14) 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 twenty-four (24) hours from the date of delivery of the Goods to the Delivery Address;
  - c) in respect of Claims for non-delivery, within fourteen (14) days after the date of dispatch specified for that consignment.
3. The Customer may only make one (1) Claim per consignment.
4. The Customer must provide to INTERNET EXPRESS with any Claim, documentary evidence acceptable to INTERNET EXPRESS (for example, receipt, valuation or tax invoice) as proof of value of the Goods.
5. Where the customer makes a valid Claim and there are outstanding amounts owed by the Customer to INTERNET EXPRESS, INTERNET EXPRESS reserves the right to pay the Claim either directly to the Customer or as a credit to the Customer's account.
6. Claims will only be paid by INTERNET EXPRESS in respect of any consignment after the Customer has paid all outstanding Freight Charges in respect of that consignment and where the Customer account with INTERNET EXPRESS has been paid in accordance with the credit terms extended.

### FreightGuard Service Guarantee Limitations

7. The FreightGuard Service Guarantee 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 FreightGuard Service Guarantee 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 INTERNET EXPRESS under the FreightGuard Service Guarantee is the lesser of:
    - i. the FreightGuard Service Guarantee Limitation Amount (for the avoidance of doubt, where no FreightGuard Service Guarantee has been selected by the Customer the FreightGuard Service Guarantee Limitation Amount shall be zero); and

**Landline: 0860 439 773 Facsimilie: 0866 125 451 Email: [support@internetexpress.co.za](mailto:support@internetexpress.co.za) Website: [www.internetexpress.co.za](http://www.internetexpress.co.za)  
PostNet Suite 182, Private Bag X27, Kempton Park, 1620  
Unit 7, The Warehouse, Unit 7, Corner Constantia & Deodar Street, Pomona, Kempton Park, 1620**

**Company Registration: 1998/006356/07 Vat Number: 488 021 0671**

**Directors: Geoff Milton, Janine Milton**



- ii. the cost price of the Goods, as supported by documentary evidence acceptable to INTERNET EXPRESS (for example receipt, valuation or tax invoice from the seller of the Goods).
- c) Freight charges relating to the consignment covered by the FreightGuard Service Guarantee shall not be included in the calculation of any amount payable under the FreightGuard Service Guarantee.
- d) VAT will be included in the payment made by INTERNET EXPRESS under the FreightGuard Service Guarantee in respect of the value of the goods relating to the claim, supported by documentary proof of the value of the goods.
- e) Where a claim has been paid in full for goods damaged, INTERNET EXPRESS reserves the right to take possession of the goods as salvage and to dispose of such goods as it sees fit.

**FreightGuard Service Guarantee Exclusions**

8. INTERNET EXPRESS will not be liable for any Claims made by Customers in any of the following circumstances:
- a) Where the Customer has not selected a level of FreightGuard Service Guarantee to apply to the consignment or has not paid the FreightGuard Service Guarantee charge;
  - b) Where the Customer fails to submit the Claim to INTERNET EXPRESS within the relevant time limits set out above;
  - c) Where INTERNET EXPRESS is in possession of an unendorsed proof of delivery form for the consignment;
  - d) Where the Goods consigned are Excluded Goods, where "Excluded Goods" means each of the following items:-
    - i. currency; negotiable instruments; jewellery; gemstones; wrought or unwrought metals; antiques; works of art; securities; drugs; weapons; living animals or plants; refrigerated/perishable goods; household and personal effects; second hand goods, cigarettes, tobacco and tobacco products; and any valuable documents; glass or glass product.
  - e) Where INTERNET EXPRESS in its reasonable opinion considers the Packaging of the Goods to be inadequate for rail or road transportation; in the event of a claim for damage, the receiver must retain all inner and outer packaging materials as well as the damaged goods. Failure by the receiver to retain the original goods and packaging at the original delivery location or the failure to make the delivered goods available for inspection will invalidate the claim.
  - f) Where the Goods are determined by INTERNET EXPRESS to have been defective prior to the Carriage;
  - g) Where damage, mechanical failure or other operational defect in the Goods could not, in the reasonable opinion of INTERNET EXPRESS, have been caused by the Carriage;
  - h) Where INTERNET EXPRESS fails, delays or is unable to carry out its obligations under this contract due to strikes and / or lockouts (whether of INTERNET EXPRESS's own employees or those of others and whether or not INTERNET EXPRESS 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 INTERNET EXPRESS;
  - i) Where the goods have been lost or damaged as a result of derailments, collisions, overturning;
  - j) Where the Goods have not been packed in the original manufacturer's packaging or the equivalent;
  - k) Where the Delivery Address is a post office box, a roadside drop or postal mail box.

**Amendments to Terms and Conditions of Contract**

INTERNET EXPRESS reserves the right to amend these terms and conditions of contract from time.

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