



SSV
Swannies
Spoed Vervoer Bk

KURUMANHEAD OFFICE

Hobsonstraat 13
Posbus 211
Kuruman, 8460
Tel: 0537123946

JOHANNESBURG

8 Ossewa Street
CX48 Industrial Park
Chloorkop
Kempton Park
Tel: 0110223211

KIMBERLEY

Carl Steyn Str. 9
Kimustria
Tel: 0538410878

UPINGTON

Progressis Str. 23
Shop 8
Upington
Tel: 0543313784

CAPE TOWN

Unit 1
River Edge Ind Park
Winelands Close
Stikland, Bellville
Tel: 0219452197

Collections: 053 712 3946
Enquiries: 053 712 3946
Fax No: 053 712 3947
Mobile: 082 878 9555
Mobile: 082 888 9796
Admin: 053 712 3946
Email: info@ssv.co.za

WWW.SSV.CO.ZO

BTW Nr: 442 022 3523

Reg. Nr: 2005/049047/23

Dear Customer

01.03.2014

We would like to inform you of our new Claims procedure.

Being a transport company and dealing with a lot of customers, it is sometimes difficult to keep up with everything all the time at our 5 depots which are located in the Northern Cape, Free State and Gauteng.

We've implemented a new system to be able to handle all your claims as sufficient and accurate as possible. When you provide us with all the necessary information, it will help to follow this up and also to complete the claim. If we do not have the necessary information, it makes it difficult to start the process to find out what happened, and for example whether the parcel was just damaged, stolen or not delivered at all. We deal with a lot of customers on a daily basis and to start looking for a box that was lost only after 3 months are almost impossible.

Please find the procedure below on handling a claim with our company as from the 1st of June 2012. When a parcel gets damaged, not delivered or short delivered, please start with the following:

1. Make sure that when the driver who delivers this package are aware of the damaged / lost goods.
2. Make sure that you make a note on your waybill about the situation and you and the driver must both sign this to acknowledge the situation.
3. Phone our Claims Department at 082 716 5735 to inform them about these damages / lost goods within 24 hours after the incident.
4. Please complete the claim form with all the necessary information as asked.
5. Send the completed claim form with a copy of the waybill where the note has been made on, and an invoice for the damaged / lost goods, photos, if possible of the damaged goods.
6. These documents must reach Swannies Spoed Vervoer within 48 hours after the incident.
7. If all documentation was received, we will arrange a representative of Swannies to come and access the damaged goods within 7days after the incident.
8. Please make sure to keep the original packaging of the damaged goods and to have photos at hand on these damages to provide as proof.
9. If the claim was approved and all information is together, we will inform you of the status of the claim.
10. If you have an account with Swannies, we have the right to decide whether we are going to give you a credit on your account, or pay out the amount, or repair / replace the damaged / lost goods.
11. If you are a cash client with Swannies, we have the right to decide whether we are going to repair/ replace the damaged / lost goods, or to pay you the amount which was claimed for. This payment can take up to 30 working days after all documents were received.

Please take note that if claims are received after a period of 48 hours of the incident, and there is no signature which proofs the damaged / lost items, we have the right to decline this claim. If we do not receive the claim form with all the documents, within the required time, we will not be able to process your claim.

All claims must be sent to Chantel at our Claim Department. Her details are on the claim forms. We want to thank you for your understanding and co-operation in this regard.

Kind Regards
Swannies Spoed Vervoer