

CHIMO

SHEFFIELD

IMPORTANT NOTICE – Use of Own Carriers

Our team of highly skilled craftsmen take a lot of time and effort ensuring the high quality of our products. Equally the quality control and packing departments are very diligent in ensuring all items and orders are carefully packed and despatched in perfect condition.

Therefore, happily, it is very unusual for goods to arrive in a substandard or damaged condition. However, when it does occasionally happen we have to determine how and/or when the damage took place and whether there is an insurance or replacement claim.

If you use your own carrier(s), which is obviously completely acceptable, then the first place you must go **is to your own carrier for a claim.** Unless it can be categorically proven it is a fault in manufacture or packing we can no longer accept responsibility for damage outside of our control, as our insurers will not accept claims for goods damaged whilst being transported by “Own” Carriers.

Therefore, with immediate effect we will require proof that an initial claim has been submitted to your own carrier for damage unless as stated above it is a definite manufacturing or packing fault.

I trust we have your understanding and co-operation in this matter.

Sincerely



Chris Hudson
Team Principal

