



aceexpressfreight
when service is important

CLAIMS MADE EASY

If the worst happens, what should I do?

Don't worry, we've got you covered! Ace Express Freight have established a dedicated claims handling centre to streamline claims processing and make things as easy as possible for you, our valued customer.

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SOMETIMES, THINGS CAN GO WRONG...

We are very sorry to hear that your goods were mislaid or damaged and for any distress caused to you and your clients. We want to put it right as soon as possible, and we have prepared a simple, step by step claims request form to help you submit your claim and ensure it is processed quickly and effectively.

Please review and complete the Claim Request Form below, providing as much information as you can. If we have all the required details your claim will normally be processed within a minimum of 7-10 working days. If there is any missing information this can delay the process considerably, so would ask that you ensure all questions and back up information are supplied at the time of submitting your claim to streamline the process.

We would also like to take the opportunity to advise you that Ace Express Freight operates under the Irish International Freight Association standard terms and conditions of carriage a copy of which can be viewed at [ace-express-freight-terms-and-conditions.pdf](#). Please note that under these industry standard terms our liability is limited to two SDR's per kilos, unless of course you requested insurance cover at the time of booking. Either way, we would strongly advise that you inform your insurance broker of your loss so that they can assist in processing your claim, as failure to do so at this time may result in unnecessary delays or a claim not been processed.

Once again let me convey our sincere apologies for any inconvenience caused and please be assured that the matter will be investigated fully to prevent any future reoccurrence.

Kind regards,

THE CLAIMS HANDLING CENTRE

ACE EXPRESS FREIGHT

Ace Express Freight

Blakes Cross, Lusk, Co Dublin ☎ +353 1 870 2600 📠 +353 1 870 2888

✉ sales@ace-express.com 🌐 www.aceexpressfreight.com

Registered: Dublin, Ireland. Registered No: 137472. VAT No: IE 4883577V.

Directors: P. Tracey, M. Tracey, J. Tracey.



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PLEASE PROVIDE THE FOLLOWING INFORMATION

DETAILS REQUIRED	DESCRIPTION	YOUR INFORMATION
<i>Customer Reference</i>	This is your internal company reference	
<i>Job Reference</i>	This is the job number from Ace Express Freight	
<i>Address from where the goods were dispatched</i>	Full address required	
<i>Consignee name and address</i>	Full details required	
<i>Amount claimed</i>	Pease attach a complete break down of amount claimed including any Repairs, Salvage Value Or Relevant Matters)	
<i>Please attach Commercial Invoice</i>	For damaged and /or lost goods	
<i>Weight of the total shipment</i>	For damaged and / or lost goods	
<i>Weight of the damaged or lost goods</i>	For damaged goods only	
<i>Salvage / repair costs</i>	For damaged goods only	
<i>Photos</i>	For damaged goods only	
<i>Any other information relevant to this claim</i>	Please supply	

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COMPANY DETAILS

DETAILS REQUIRED

YOUR INFORMATION

Company name

Your email address

Your phone number

Your name

Your role

Your signature

THANK YOU!

Thank you very much for completing this information. This will be reviewed by our Claims Handling Centre and you will receive an update very shortly.

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The ACE Guide to Insuring Your Freight



What is covered?

Ace Express Freight is insured and place a level of liability on all freight moved throughout our network. This insurance is clearly within the rates set for the movement of the consignment. All freight coverage is calculated by weight. Our standard level freight is covered at the industry standard (Irish International Freight Association IIFA 1989 edition) figure of €1,300 per tonne. This means a maximum of €1.30 is awarded for every kilogram of freight lost or damaged during transport.

If your freight is valuable, we would recommend selecting coverage which ensures the cost value of the goods in the event of an issue with the consignment.

Please see [IIFA Terms & Conditions](#) for more details.

Preventing Freight Damage or Loss

Significantly less than 1% of freight transported through our network sustains damage or loss. Ace Express Freight works hard to continually reduce this already small figure. Freight damage can be prevented through goods being packaged correctly, anchored to the pallet correctly and by not overloading the pallet.



Buying Cargo Insurance

Cargo insurance may be purchased in a number of ways. These include shipment by shipment which, as the name suggests, involves buying insurance for a single shipment, it is likely to be more expensive than other types of insurance, but for those who export infrequently, savings may be made. Our Customer Service Team on customerservice@ace-express.com can assist with this. For regular exporters/importers, annual cover is likely to prove the most cost-effective. With this, you take out insurance for a period of time, typically one year, during which you may export goods without contacting your insurance company about each shipment. There are many providers on the Insurance market that can provide this.

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