LIABILITY & INSURANCE

TERMS OF CARRIAGE OVERVIEW

At **JA Logistics Group**, we take the security of your goods seriously. All goods carried by us are subject to professional industry standards and are covered by our comprehensive insurance policies.

GOODS IN TRANSIT	PUBLIC LIABILITY	STANDARD TERMS
Up to £20,000	Up to £1,000,000	RHA / BIFA

1. STANDARD TERMS OF CARRIAGE

Unless otherwise agreed in writing, all business is transacted under the following industry-standard conditions:

Road Haulage Association (RHA) Conditions

For domestic UK transport, liability is typically limited to a specific value per tonne of the gross weight of the goods lost or damaged. This protects both the carrier and the customer by providing a clear framework for claims.

BIFA / CMR Conditions

For international shipments or freight forwarding services, business is conducted under BIFA or CMR (Convention on the Contract for the International Carriage of Goods by Road) terms, which provide international standard liability limits.

2. INSURANCE INDEMNITY

Our **Goods in Transit (GIT)** insurance provides cover up to **£20,000** per vehicle/consignment for loss or damage throughout the journey. This is a "Dedicated Vehicle" policy, meaning that because we do not co-load or hub your goods, the risk of damage is significantly reduced compared to standard parcel carriers.

High-Value Goods: If your consignment exceeds £20,000 in value, please notify us prior to booking. We can often arrange "Increased Liability Cover" for specific shipments to ensure you are fully protected.

3. CLAIMS PROCEDURE

In the unlikely event of a claim, the following protocol must be followed:

- **Notification:** Damage must be noted on the Proof of Delivery (POD) at the time of receipt. Formal written notification should be sent within 7 days.
- **Evidence:** Photographic evidence of the packaging and the damage is required.
- **Retention:** Damaged goods and all original packaging must be retained for inspection until the claim is resolved.

4. EXCLUSIONS

Standard insurance typically excludes items such as livestock, cash/securities, and inherently dangerous goods unless specifically declared and agreed upon in writing before transit.