

Evidence guide

For claims related to loss, we request a copy of the sales invoice and a copy of the cost invoice. Conversely, for claims related to damage, we require a copy of the sales invoice, a copy of the cost invoice, photos of the damaged item (limited to 3 photos per email), and photos of the packaging (limited to 3 photos per email). The detailed breakdown below provides further insight into the necessity of each piece of evidence and its relevance to the claims process.

Sales Invoice

- This entails a copy of the original sales invoice, reflecting the selling price of the items.
- Purpose: To verify the sales price and the specific item sold, serving as a comparative reference to the cost invoice.

Cost Invoice or Cost Price

- A copy of the original cost invoice for the items, showcasing the purchase cost.
- For manufacturers, the cost price before profit must be disclosed, including a cost breakdown.
- In cases where detailed cost information is challenging, such as intricate manufacturing processes, we request the percentage added to the cost price to determine the sales price.
- Purpose: To confirm the purchase price or manufacturing cost, essential for calculating and assessing the settlement value of the claim.

Photos of Damage (Limit of 3 photos per email)

- Clear photos displaying the damage to all claimed items, with one photo capturing the entire damaged item.
- Purpose: To verify the extent of damage and the quantity of items affected.

Photos of Packaging (Limit of 3 photos per email)

- Pictures of the damaged packaging, encompassing both internal and external views.
- Purpose: To assess the adequacy of packaging for transit and adherence to packaging guidelines here.

Additionally, if further information is needed for claim processing, we will communicate this via email. Rest assured; all information provided to us is treated with the utmost confidentiality.