



TNT Express Australia

Extended Warranty



What is our Extended Warranty?



TNT Express has a range of Extended Warranty options to provide our customers with a comprehensive alternative to the previous TNT Express insurance.

Our Extended Warranty is simple. If you request and we agree to provide you with Extended Warranty for the carriage of your goods then we agree to deliver the goods in the same condition that the goods were delivered to us. If the goods are lost whilst in our care we will pay you the value of the goods to the amount of Extended Warranty you have elected, or if the goods are damaged whilst in our care we will pay you the reasonable cost of repair up to the amount of Extended Warranty you have elected.

The Extended Warranty is for physical loss or damage and does not include consequential loss.

Why choose our Extended Warranty?
Our easy to use Extended Warranty options give you:

- The flexibility to choose automatic or optional warranty
- No extra paperwork
- No excess on claims
- Simple and prompt claims settlement
- Competitive rates
- Options for both domestic and international consignments

Which Extended Warranty suits my needs?

Automatic Transit Warranty (ATW) - available for both Domestic and International services
For convenience you can elect to have Automatic Transit Warranty on your Domestic or International consignments simply by selecting ATW on your TNT Express Rate Agreement. The following ATW options are available:

Flexible Automatic Transit Warranty (ATW) to suit your needs

Price per consignment	Coverage amount
\$3.75 (plus \$0.38 GST)	\$300.00
\$5.75 (plus \$0.58 GST)	\$500.00
\$7.75 (plus \$0.78 GST)	\$750.00
\$10.00 (plus \$1.00 GST)	\$1000.00

Covers all goods included under Class C below

to us. It covers freight from the time of pick-up to the time of delivery. If the goods are not so delivered, we will pay the value of the goods, or if the goods are damaged the reasonable cost of repair of the goods. Our liability to you is limited to the amount of the Extended Warranty elected on the consignment note.

Class C Unrestricted Warranty:
Cost is \$6.00 (plus \$0.60 GST) per \$100 value

We agree to deliver the goods (including glassware, fragile goods, porcelain, ceramics, enamel goods, computers, mobile phones, electrical goods and white goods) to the location identified in the consignment note in the same condition that goods were delivered to us. It covers freight from the time of pick-up to the time of delivery. If the goods are not so delivered, we will pay the value of the goods, or if the goods are damaged the reasonable cost of repair of the goods. Our liability to you is limited to the amount of the Extended Warranty elected on the consignment note.

TNT Extended Warranty (TEW) - for Domestic services

For those customers who wish to have Extended Warranty applied to selected consignments, simply complete the TNT Extended Warranty box on the front of the consignment note, by choosing the amount and class of Extended Warranty you wish to have.

TNT Express offers three classes of Extended Warranty and the cost is based on the value of the consigned goods.

Class A Restricted Warranty:
Cost is \$0.60 (plus \$0.06 GST) per \$100 value

If the goods are not delivered to the location identified on the consignment note in the same condition as the goods were delivered to us, due to fire, collision, or overturning of the carrying vehicle only, we will pay the value of the goods, or if the goods are damaged the reasonable cost of repair of the goods. It covers freight from the time of pick-up to the time of delivery. Our liability to you is limited to the amount of the Extended Warranty elected on the consignment note.

Class B Unrestricted Warranty:
Cost is \$1.25 (plus \$0.13 GST) per \$100 value

We agree to deliver the goods (excluding glassware, fragile goods, porcelain, ceramics, enamel goods, computers, mobile phones, electrical goods and white goods) to the location identified in the consignment note in the same condition that goods were delivered

Requests for TEW in excess of \$10,000 require prior written approval from TNT Express. The maximum value for which we will extend the warranty is \$40,000.

Marine Extended Warranty (MEW) - for International services

TNT Express offers Extended Warranty on international consignments (excluding personal effects). Cost is \$1.30 per \$100 value.

Marine Extended Warranty (MEW) is available by completing the Marine Extended Warranty box on the front of the consignment note. The warranty value must be the same as the value declared for customs.

We agree to deliver the goods to the location identified on the consignment note in the same condition that the goods were delivered to us and further agree that if the goods are not so delivered we will pay the value of the goods, or if the goods are damaged the reasonable cost of repair of the goods. Our liability to you is limited to the amount of the Extended Warranty elected on the consignment note.

Requests for MEW in excess of \$10,000 require prior written approval from TNT Express. The maximum value for which we will extend the warranty is \$40,000.

TNT Express consignment notes carry an Extended Warranty section.

Important notes

TNT Express Terms and Conditions

Customers should refer to our latest Terms and Conditions of Carriage and Other Services, which are available on our website www.tnt.com.au or by contacting us on 13 11 50.

How do I claim?

The first step is to tell us about the matter immediately. Contact 13 11 50 if your consignment is missing. For damaged goods, make a note on your delivery documentation at the time of delivery then contact 13 11 50. You must provide TNT with written notice of your claim (including claim form and any relevant supporting documents) within 14 days of the date that the consignment was delivered (or was due to be delivered). Contact us on 13 11 50 to obtain a claim form. The claim form and any relevant supporting documents must be sent to TNT Express by faxing it to 02 8304 8667, or by mailing it to PO Box 779, Mascot NSW 1460, or by email to autntclaims@tnt.com.au.

Supporting documents may include photographs, independent quotes, invoices to support your valuation of the goods, repairers' invoices etc. Depending on the value of the consignment and the circumstances.

TNT Express may require an assessment by its own investigators prior to the acceptance of the claim, so you must ensure that damaged freight or packaging is not disposed of or repaired until advised by TNT Express. In most cases, however, approved claims will be paid within 28 days of the claim form being lodged. Your claim is excess-free (ie, you do not have to pay any claim excess).

Extended Warranty exclusions

- Extended Warranty is only for physical loss or damage. We are not liable for any form of consequential loss. Extended Warranty does not include failure to deliver the goods or damage to the goods caused by mechanical derangement or latent defect.
- TNT Express does not offer any form of Extended Warranty for goods it describes as "restricted", for example, dangerous goods. A full list of such items may be found on our website www.tnt.com.au.
- International shippers should be aware that certain countries and goods are excluded from our Extended Warranty. Countries and goods subject to such exclusion are listed on our website www.tnt.com.au.
- The packaging of goods is the sender's responsibility. Care must be taken as incorrect packaging may void any claim in the event that the goods are damaged.
- Prices quoted in this brochure are correct as at the date of publication but are subject to change from time to time.

All other liability to you

Services are supplied at your risk. You bear the risk of loss or damage to the goods, unless we have agreed to extend the warranty for carriage of the goods, in which case we are liable to pay you only up to the limit of the Extended Warranty.

