



AZAP Couriers Claims Policy.

All claims must be submitted in writing within 7 days of delivery. Lodging a claim with AZAP couriers does not ensure or guarantee a claim will be accepted. All freight must comply with the AZAP terms and conditions which can be found at AZAP.co.nz. Freight must be sufficiently packaged for the item consigned. AZAP will accept no responsibility for the damage or loss of any items we deem to be insufficiently packaged, prohibited goods, valuable, perishable, or fragile unless this has been agreed to in writing from AZAP Couriers. We reserve the right to obtain or salvage any goods we pay a full claim out on. It is at AZAP Couriers discretion if we accept a claim, to ask for no more than three (3) quotes to have the damaged item repaired, and where deemed appropriate we will pay the repair costs. You may not bring any action against us unless that action is within two (2) months of us collecting your goods for delivery.

We have no liabilities for any goods that suffer loss or damage to the extent that the loss or damage is due to events out of our control eg. Earthquakes, Weather events, Fire, Epidemics, War. We are not required to provide our services or obligations referred to in these terms if it is not practical or safe for us to do so due to an event out of our control.



Effective 22.07.2020