



FREIGHTGUARD

Service Guarantee Program

A guarantee of service quality

Since 1995 the FreightGuard service guarantee has been a badge of distinction for freight organisations who pride themselves on their excellent levels of service . In the rare event of your goods being lost or damaged while under Dons Deliveries care, custody and control, valid claims can be compensated up to an agreed limit.



D O N ' S D E L I V E R I E S

Proof of a better level of service

The FreightGuard Service Guarantee is tangible proof of a better level of service and has been implemented at dozens of South Africa's leading couriers. Acting as an unbiased umpire, FreightGuard ensures that claims are professionally administered and resolved, with ongoing customer relationships in mind.

The FreightGuard Service Guarantee is made automatically available to you, the customer, with a nominal surcharge on every waybill dispatched with Dons Deliveries and affords you a level of compensation for valid claims made.

Claims Assessed in a Targeted 7 Days

FreightGuard has streamlined the process of assessing claims. Claims are assessed in a targeted 7 business days. The benefits to you are peace of mind when consigning goods with Dons Deliveries knowing that all claims are assessed by an independent adjudicator with no excess applied to claims either. Customers love the quick claim turnaround time and open communication.



In the unfortunate event of you experiencing a claim, all you have to do is go onto the Dons Deliveries website and start the quick claims process by clicking on the FreightGuard online claim form link.

FreightGuard has developed internationally accepted packaging standards for 31 categories of goods. Adhering to this advice on how to pack goods, can significantly reduce claims for damages. Less admin for your staff, less frustration for customers and more money in the bank for you.

This is Not Insurance

The FreightGuard Service Guarantee is not insurance. It has all the benefits but none of the downsides. This limited liability offering, offers compensation for claims, but that is where the similarity to insurance ends. There is no complex legislation to comply with nor any excess to be deducted. The FreightGuard Service Guarantee does not replace Goods in Transit Insurance, both are important in managing business risk.

For more information please contact your Dons Deliveries representative to find out more about FreightGuard and other services offered.



What does FreightGuard cover?

Acts of negligence



Handling or stacking damage



Short delivery/theft



WEBSITE

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