

COMPENSATION PROCEDURES FOR INSURED LOSS OR DAMAGED ITEMS.

For your peace of mind NamPost offers insurance in the unlikely event that an item maybe lost or damaged.

In the event of a damaged or missing item:

Step 1: Investigation Process (Receiving Post Office)

- Customer notifies NamPost of a missing or damaged item.
- Should the item be located by NamPost, the customer will be notified of the outcome, and the item will be delivered.
- If the whereabouts of the item is unknown, the receiving Post Office must notify the customer within five (5) days after receiving the complaint to lodge a claim.
- The relevant Post Office will explain the claims procedure to the customer.



Step 2: Claims Procedures (Receiving Post Office & Customer)

- The Post Office will provide the customer with a claim form, upon confirming that the item is damaged or lost and has been insured. (Uninsured goods/items will be returned to the sender.)
- Customer to lodge a claim within 14 working days from the date of receipt of the claim form.
- The customer must submit the following mandatory documents with the fully completed claim form:
 - Copy of the waybill
 - Pictures/photo's
 - At least three quotes
 - Invoice
 - Police declaration and
 - Bank confirmation letter
- Claim submissions can be done by email to, parcelcollection@nampost.com.na or hand delivered at the nearest Post Office.

Step 3: Final Step (Claims Co-ordinator, Insurer, Finance)

- The Insurer will assess the file and present to NamPost any objections related to the incident. Should the insurer not be satisfied, they will lodge an investigation of their own, allowing the insurer to directly contact all parties involved (Staff, clients & 3rd parties).
- Insurance claims to be completed within **14 working days**.
- Outcome of the claim will be communicated in writing to NamPost by the Insurer.
- All approved claims will be settled by NamPost and proof of payment emailed to the sender.

PROCEDURE FOR UNDELIVERED ITEMS

- If not collected within 30 days, items will be returned to the sender.
- The cost for returned items will be charged to the sender's account.
- The sender is liable for freight charges on items returned.
- NamPost reserve the right to auction any uncollected item after 60 days of storage in its warehouse.

Courier Customer Care:

Tel: 0800 444 444

Email: parcelcollection@nampost.com.na

www.nampost.com.na



We
Deliver
More.



nampost®