



Introduction to the FreightGuard Service Guarantee

Parcel It Couriers CC has ensured that we have retained customer loyalty by offering customer service combined with the passion to make this venture, one of the most reliable couriers in the market today.

As further proof of this philosophy we have decided to introduce the **FreightGuard Service Guarantee**. This Guarantee offers financial protection against loss or damage to freight at a very competitive rate.

In the rare event that a parcel gets lost or damaged, we realise that it may have a significant impact on your business and on our relationship but with the **FreightGuard Service Guarantee** in place, these events are managed by an independent and professional 3rd party Claims Assessor.

With prompt claims assessment, no excess applied and swift claim settlement, we believe that this guarantee will reflect our philosophy of maintaining a sustainable business relationship by taking responsibility for those isolated instances when things go wrong.

This innovative new service will automatically be activated as of 1 July 2020 and will provide compensation of up to R5,000.00 per consignment at a very competitive rate.

- The FreightGuard Service Guarantee Terms and Conditions, which form part of the Parcel It Standard Terms and Conditions of Carriage, are available on the Parcel It Couriers website
 - www.parcelitcouriers.co.za
- To register a claim, please complete the FreightGuard Claim form which is available on the Parcel It Couriers website.