

## High Value Insurance and Service Failure Claims

While Goin' Postal will make every effort to ensure your shipments arrive safely and on time, Goin' Postal cannot be held responsible for damage to or loss of your shipment by the carrier of your choice.

Goin' Postal does not issue refunds for service failure. Should a package be delivered after a guaranteed time the maximum refund will be the difference between the service paid for and the service actually received. For example: You pay for Next Day 10:30am but the package is delivered at 11am, we will refund the difference between Next Day 10:30am and Next Day Saver (end of Day).

Goin' Postal will place any necessary claims with the appropriate carrier (UPS, FedEx, DHL, or freight) but the payment or denial of any such claim rests solely with the carrier or their insurers.

**I understand that I myself am responsible for placing ANY claim with the United State Post Office.**

Should the carrier deny a claim Goin' Postal will place an appeal if deemed necessary but again, any denial of such claim is entirely at the discretion of the carrier or their insurers.

Providing any required documentation for the support of a claim is the sole responsibility of the customer. Goin' Postal will tell the customer what documentation is required, but again, the acceptance or denial of this documentation and the resulting payment or denial of any claim is entirely at the discretion of the carrier or their insurers.

Should an item packaged by Goin' Postal be damaged and a subsequent claim is denied by either UPS, FedEx or DHL due to a packaging issue Goin' Postal's liability will be limited to \$100 minus any portion of the claim paid by the carrier.

**Returned and Abandoned Packages:** Goin' Postal will utilize the contact information that you have provided above to notify you if your items are returned to the GP Ship center. You will have 30 days to collect your items. If after 30 days you have not picked up your items, the items become the property of Goin' Postal.

### Multi Piece Shipment Information

(2) Package Weight \_\_\_\_\_ lbs Trans. Code \_\_\_\_\_

Dimensions L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_

Declared Value \_\_\_\_\_ Price \_\_\_\_\_

(3) Package Weight \_\_\_\_\_ lbs Trans. Code \_\_\_\_\_

Dimensions L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_

Declared Value \_\_\_\_\_ Price \_\_\_\_\_

(4) Package Weight \_\_\_\_\_ lbs Trans. Code \_\_\_\_\_

Dimensions L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_

Declared Value \_\_\_\_\_ Price \_\_\_\_\_

(5) Package Weight \_\_\_\_\_ lbs Trans. Code \_\_\_\_\_

Dimensions L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_

Declared Value \_\_\_\_\_ Price \_\_\_\_\_

2) Tracking # \_\_\_\_\_

3) Tracking # \_\_\_\_\_

4) Tracking # \_\_\_\_\_

5) Tracking # \_\_\_\_\_



Sender's Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Recipient's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Country: \_\_\_\_\_

### Residential OR Commercial?

(1) Package Weight \_\_\_\_\_ lbs. Trans Code \_\_\_\_\_

Dimensions L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_

Declared Value \_\_\_\_\_ Price \_\_\_\_\_

UPS	FedEx	USPS	DHL	Freight
Next Early	First Overnight	Express	ND10:30	1 Day
Next Air	Priority Overnight	Priority	ND12:30	
Next Air Saver	Standard Overnight	Parcel	ND15:30	
2 <sup>nd</sup> Day	2 Day	Media	2 Day	2 Day
3 Day Select	Express Saver	1 <sup>st</sup> Class		3 Day
Ground	Ground	Express Mail International	Ground	
International Express	International Priority	Priority mail International	International Priority	
International Saver	International Economy	First Class International		

HAZMAT? \_\_\_\_\_ FRAGILE? \_\_\_\_\_ Misc. Options: \_\_\_\_\_

Served By: \_\_\_\_\_ Processed By: \_\_\_\_\_

(1) Tracking #: \_\_\_\_\_

Packed by Customer: \_\_\_\_\_ Packed by GP: \_\_\_\_\_

### Disclaimer

I, the undersigned customer release Goin' Postal from any liability regarding this shipment. I also understand that all delivery dates are ESTIMATED unless I have specifically requested and paid for the items to be sent via Next Day, 2<sup>nd</sup> Day, or 3 Day Service via UPS or FedEx/weather permitting. USPS Express Mail is NOT GUARANTEED overnight.

**Returned and Abandoned packages:** Goin' Postal will utilize contact information that you have provided above to notify you if your items are returned to the GP Ship Center. You will have 30 days to collect your items. If after 30 days you have not picked up the items, the items become the property of Goin' Postal. I also verify that all information above is 100% correct/complete and contains all necessary information to help the package arrive at its intended destination.

Disclaimer continued on back.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_