

Shipping Service Liability and Claims Process

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

Dear [Recipient's Name],

We are writing to inform you about our shipping service liability and claims process. Your understanding of these terms is essential to ensure a smooth transaction and prompt resolution of any potential issues related to your shipment.

Liability

Our shipping service is liable for loss or damage to goods only up to a maximum of [Insert Liability Limit]. This liability is subject to the following conditions:

- Claims must be reported within [Insert Time Frame] of delivery.
- Items must be properly packaged to ensure their safety during transit.

Claims Process

To file a claim, please follow these steps:

1. Gather all relevant documentation, including the shipping receipt, tracking number, and any photos of the damaged goods.
2. Contact our customer service at [Insert Contact Information] to initiate the claims process.
3. Submit your claim form along with the required documentation to [Insert Email/Address] within [Insert Time Frame].

Upon receipt of your claim, our team will review the information and respond within [Insert Response Time].

We appreciate your cooperation and understanding in this matter. Should you have any questions, please do not hesitate to reach out to us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]