

**GOOD'S IN TRANSIT POLICY**

# **THE YELLOW VAN COMPANY INSURANCE POLICY**



**Useful contact details**

## **General Enquiries**

**0207 870 1041**

**[enquiries@theyellowvancompany.com](mailto:enquiries@theyellowvancompany.com)**

## **Address for correspondence:**

**The Yellow Van Company LTD**

**Suite 120, 8 Lombard road, Wimbledon, London, SW19 3TZ**

## Welcome to the Yellow Van Company's Goods in Transit Policy

To bring you your goods in transit insurance we have self-indemnified the policy so you don't get passed around by third parties and you get the right people from the start of any claim.

### What insurance do we provide?

We Provide a goods in transit policy at your request. As this is a goods in transit policy it does only mean the items are covered in transit as soon as the item(s) are taken out of the van either by the driver or the customer the insurance for that item(s) is then void. This insurance does have to be paid for and can only be bought over the phone with one of our clerks. It would not be available to customers that book online without calling and adding it on to the job. Our good's in transit insurance has an excess of £100 and has a maximum pay-out of £1000.

### How do I claim?

All claims must be done via email [enquiries@theyellowvancompany.com](mailto:enquiries@theyellowvancompany.com) or over the phone 0207 870 1041 on the date of the job being carried out before the driver leaving the delivery address.

### What we Cover?

As this is a goods in transit policy we will only cover items that get damage inside the van. Any items that are damaged before they enter the van or once they exit the van are not covered. You would need to seek you own contents insurance for cover on these possibilities. All claims must be done via email or over the phone on the date of the job carried out. As soon as the driver leaves the job we do not accept any liability for and damage. All items have to be properly packed i.e. Boxes to a max weight of 15kg's with all items inside the box properly protected, if an item cannot be boxed then it is wrapped with bubble wrap or something that would protect it from damage. All claimants must provide photographic proof of what the item looked like before and after the move, the photo must have a time and date stamp on it. Any job booked as a self-loading job will not be covered under any insurance by us.

### How do I make a complaint?

All Complaints must be made in writing and posted to The Yellow Van Company, Suite 120, 8 Lombard Road, Wimbledon, London, SW19 3TZ.