

## Foresite Cover Assured

### You're Covered with Foresite Logistics!

At Foresite Logistics, we understand how important your shipments are. That's why we offer Parcel Protection to give you peace of mind. Your parcels are covered for loss or damage up to \$800, ensuring security and reliability with every delivery.

- ✓ Up to \$500 coverage for loss or damage
- ✓ Easy claim process
- ✓ Reliable courier services nationwide
- ✓ \$100 excess applies per claim

For full details, please review our coverage terms below.



### You're Covered with Foresite Logistics!

Foresite Logistics provides coverage for parcels in transit under the following conditions:

- **Loss or Damage:** If your parcel is lost or damaged while in our care, you are eligible for compensation up to **\$500**.
- **Proof of Value Required:** Customers must provide a receipt or invoice showing the item's value when making a claim.

### What's Not Covered?

While we strive to protect your shipments, the following are **not covered** under our insurance policy:

#### Prohibited or Restricted Goods

Foresite Logistics does not provide coverage for:

- Perishable goods (e.g., food, plants, or flowers)
- Hazardous materials (e.g., flammable, toxic, or radioactive items)
- Cash, currency, or negotiable instruments
- Precious metals and stones (e.g., gold, silver, diamonds)
- Jewelry, watches, antiques, or artwork (including canvas artwork, framed pictures, jerseys, and photographs that contain glass)
- Fragile goods, including glass, ceramics, and electronics without adequate protection
- Firearms, explosives, and restricted weapons
- Illegal substances or items prohibited by law
- Mirrors
- Flowers
- Live plants and trees
- Animals
- Temperature-controlled or perishable cargo
- Vaccines or other similar medical or pharmaceutical cargo
- Home contents or personal effects (e.g., clothing, footwear, toiletries, electronic devices, and travel items such as suitcases and backpacks)
- Motor vehicles, aircraft, helicopters, missiles, and similar goods
- Keys

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Dangerous goods as specified in the **current Australian Dangerous Goods Code (ADG)** or the **International Maritime Dangerous Goods Code (IMDG)** as amended from time to time, including any cargo that may become dangerous while in our possession.

### Events or Circumstances Where Coverage Won't Apply

Insurance claims will not be accepted in the following cases:

- **Improper Packaging:** If the parcel was not adequately packed to withstand transit conditions.
- **Pre-existing Damage:** Items that were already damaged before shipping.

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- **Improper Packaging:** If the parcel was not adequately packed to withstand transit conditions.
- **Pre-existing Damage:** Items that were already damaged before shipping.
- **Delivery Delays:** Compensation does not cover delays due to weather, traffic, customs clearance, or operational disruptions.
- **Loss Due to Customer Error:** Incorrect addresses or failure to receive the package will not be covered.
- **Unattended Deliveries:** If the item was left in an unsecured location at the recipient's request.
- **Unauthorized Claims:** Claims submitted without a valid tracking ID, proof of value, or required supporting documentation will be denied.
- **Acts of Nature or Force Majeure:** Loss or damage caused by earthquakes, floods, fires, wars, or other natural disasters.
- Routine Wear and Tear or Gradual Deterioration of items.
- Inherent Vice, Ordinary Leakage or Ordinary Loss in weight or volume.
- Defective or Insufficient Packaging by the sender or their agents.
- Consequential Loss: Indirect losses including loss of profit, income, market, or other economic loss.
- Electrical or Mechanical Failure unless caused by visible external physical damage to the item.

### How to Make a Claim

If your parcel has been lost or damaged, follow these simple steps to submit a claim:

- 1 Email Us:** Send an email to [support@foresitelogistics.com.au](mailto:support@foresitelogistics.com.au) with the subject line: Insurance Claim – [Your Tracking ID].
- 2 Provide Details:** Complete the [claim form \(click on this link\)](#) (see FAQ point 8) and include your tracking ID, contact information, and proof of value (e.g., receipt or invoice).
- 3 Claim Submission Timeline:** Claims must be submitted within 14 days from the expected delivery date. Late submissions may not be accepted.
- 4 Claim Processing:** Our team will review your request. For further assistance, feel free to contact our support team.