

Claims Policy

Abbreviated conditions of use:

- All claims for loss or damage must be made within 48 hours of the Delivery, and an accompanying claims form must be submitted to Brisqq within 48 hours of the claim being registered.
- The value of the Delivery must be entered through the platform at the time of booking.
- Any claims must be accompanied by proof of manufactured or wholesale cost (excluding VAT) and proof of purchase where applicable. If unable to provide the manufactured or wholesale cost of the Delivery, an amount up to 25% of the Delivery value may be offered without prejudice, up to the £2,000 maximum total claim amount.
- All accompanying materials (e.g. photos, CCTV footage, etc.) are the Client's responsibility to provide and should be attached to and submitted with this claim form.
- We shall not be liable to the Client for Delivery of any perishable items which have finite or limited shelf life and deteriorate with time.
- All claims made for Delivery charges incurred from the use of the Brisqq service are awarded at Brisqq's sole discretion, and Brisqq accepts no liability for such charges in the event a delivery is delayed.
- Any claims awarded will be offered to the Client as account credit.

Please see full list of conditions below.

Registering a claim:

Please complete and submit the form below, along with any attachments that support your claim to support@brisqq.com. We shall aim to resolve your claim as soon as possible.

Company Name	
Your Name	
Your Contact Number	
Brisqq Code <i>5-digit number</i>	
Reason for Claim <i>Lost or damaged</i>	
Description of events surrounding the delivery <i>If the item(s) was damaged, please provide proof that the item was correctly secured in suitable packaging</i>	
Value of item(s) <i>Wholesale or manufactured cost, excluding VAT</i>	£
Additional information	

Full conditions of use:

1. Your responsibilities:
 - i. To ensure all items are within the stated dimensions on the platform and can be safely moved by one individual.
 - ii. To ensure items are properly addressed through the Brisqq platform, with the correct Delivery address, postcode and name of both the sender and recipient of the items.
 - iii. To ensure all the details of the Delivery are entered accurately and to the best of your knowledge.
 - iv. To ensure the Delivery items are packaged and labelled correctly.
 - v. To ensure the Client's sender at the Delivery pick-up location understands their responsibility to hand the correct items for Delivery to the Courier, whereby the Client's signature and/or Brisqq's unique pick-up code will act as confirmation of this.
 - vi. To ensure the Client's recipient at the Delivery drop-off location understands their responsibility to accept the correct items from the Courier, whereby the recipient's signature and/or Brisqq unique delivery code will act as confirmation of this.
 - vii. To ensure the Client inform Brisqq of a claim within the time frame stated in clause 6.
 - viii. To ensure the recipient is aware of the time frame in which to raise an issue regarding a Delivery with the Client, in accordance with clause 6.

2. Considerations for the claim:
 - i. We shall not be liable for any loss of or damage to Restricted items, as referenced in clause 7.
 - ii. We shall not be liable for any lost or damaged items when:
 - i. The items are outside the confines of the Delivery measurements on the Brisqq platform.
 - ii. The items are inadequately packaged.
 - iii. The Delivery has not successfully been scheduled through the Brisqq platform.
 - iv. The items are subsequently returned after a claim for loss has been made.
 - v. The Client has breached their responsibilities as referenced in clause 1.
 - iii. We shall not be liable for any damage that occurs whilst the delivery is not in transit, including during the loading and unloading of the vehicle.
 - iv. We shall not be liable for any loss of anticipated savings, business revenues, loss of agreements, loss of opportunity or loss of business or profits whether categorised as direct or indirect or any indirect, special or consequential loss (including losses arising from business interruption, wasted management time, loss of goodwill, data and all other such loss whether or not arising in the normal course of business).
 - v. We shall not be liable for any items which threaten the safety or ability of the Courier to complete deliveries via the platform.
 - vi. All claims made for Delivery charges incurred from the use of the Brisqq service are awarded at Brisqq's sole discretion, and Brisqq accepts no liability for such charges in the event a delivery is delayed.

3. Limits to our liability:
 - i. Brisqq's total liability in respect of any loss of, or damage to, any Client Products or any other items being delivered by the freelance Courier through the Brisqq platform on behalf of the Client whilst in the possession of any Courier shall in all circumstances be limited to the value of £2,000 of such Client Products or such other items, subject to the amount actually recovered and received by Brisqq from its insurer in respect of the relevant Client Products and/or other items (as applicable) under Brisqq's freight liability insurance policy.
 - ii. In the case of a claim, the Client must provide proof of the manufactured or wholesale cost of the Delivery. If the manufactured or wholesale cost of the delivery is not provided, any liability for loss or damage will be limited to the lower of i) 25% of the retail value of the Delivery and ii) the value of the Delivery entered through the Brisqq platform. In any event,

the liability shall not exceed the maximum liability cap of £2,000 of such Client Produces or such other items.

- iii. In all instances, Brisqq will only review the charges incurred from Brisqq and will not offer any form of compensation for other actions taken regarding the issue including:
 - i. Charges incurred from other services solicited by the Client;
 - ii. Any other offers made by the Client to the recipient.

4. Proof of Delivery

- i. The delivery is successfully completed through the platform, in accordance with one of the following items at the drop-off point of the Delivery:
 - i. the recipient's signature is collected; or
 - ii. a neighbour's signature is collected; or
 - iii. the Brisqq code is collected; or
 - iv. a photo of the delivery item in a safe place; or
 - v. a geo-location stamp is recorded.

5. Damaged or lost claim requirements:

- i. The Client must have entered the value of the Delivery through the platform at the time of booking.
- ii. All claims for loss or damage must be made within 48 hours of the Delivery, and an accompanying claims form must be submitted to Brisqq within 48 hours of the claim being registered.

6. Restricted items

- i. All tickets including travel and events.
- ii. Antiques (objects over 50 years old).
- iii. Any perishable items which have finite or limited shelf life and deteriorate with time.
- iv. Chilled or frozen food.
- v. Ceramic or composite items of any description including without limitation glass, mirrored items, crystal, ceramics, porcelain, plaster, marble, china, stone, slate, resin, granite, concrete (or any item containing these materials).
- vi. Currency notes or coins.
- vii. Flat packed furniture with sharp metal edges
- viii. Items made of or containing glass
- ix. Diamonds, other precious stones, jewellery and watches with a value greater than £250.
- x. Items which can be exchanged by themselves or with any other item for money or goods or services.
- xi. Lottery tickets, scratch cards or similar.
- xii. Negotiable documents (e.g. passport).
- xiii. Resin items, amber and composites