



## 個人客戶貨物賠償程序

### Cargo compensation procedure - Individual clients

- 1) 請於貨物出發前拍照作紀錄，以確認貨物狀況  
Please take pictures to record the condition of the packages before the delivery in order to determine the condition of the packages
- 2) 當發現有貨物因為運送過程而導致損毀時，請立即將損毀情況拍照作紀錄  
Whenever there is any damage to the packages due to the delivery, please take pictures to record the damaged items immediately
- 3) 請準備以下文件(如有):能顯示受損貨物價值的貨單/收據、維修/替代單據  
Please prepare the following documents (if available): Receipts that can show the value of the damaged items, receipts that can show the cost of repairment/replacement
- 4) 請於事故發生**24**小時內，將填妥的賠償電郵傳送至貨物賠償專用電郵 ([compensation.hk@gogox.com](mailto:compensation.hk@gogox.com)), 並附上相關文件及相片。電郵內容可複製以下範本  
Please complete the compensation request email and send it to our cargo compensation mailbox **within 24 hours** of the incident ([compensation.hk@gogox.com](mailto:compensation.hk@gogox.com)), together with the relevant documents and pictures. You can copy the template below

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#### 賠償電郵範本

#### Compensation request email template

標題: 貨物賠償申請(個人客戶)

**Title: Cargo compensation request (individual clients)**

訂單號碼:

Order number :

客戶名稱:

(香港身份證名稱)

Client's name :

(name appears on HKID card)

損失報告:

(請描述意外的細節)

Loss report :  
(please describe the details of the accident)

地址:  
Address :

此為GOGOX物流夥伴於提供送貨服務期間引致貨物損壞/丟失呈報閣下。 本人特此附上相關照片(包括但不限於損壞物品, 貨物/替代貨物單據)以支持申請。

This is to report that certain packages were damaged/lost during the provision of delivery services by GOGOX's logistic partners. I hereby attach the relevant photos (including but not limited to, damaged items, invoice of packages/replacement) in support of the compensation request.

此賠償要求旨在提出損失/損害申請。 本人理解並承認, 本人需於送貨完成後24小時內提出申請, 閣下才會處理該申請。

This request serves as our intention to file a compensation for loss/damage. We understand and acknowledge that the request would only be processed if it is made within 24 hours upon completion of delivery.

聯繫人姓名:  
Name of contact person :

聯繫電話:  
Contact number :

電郵地址:  
Email address :

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- 5) 收到客戶賠償電郵後, 本公司會以電郵形式確認, 並開始賠償程序  
We will send an acknowledgment email to our clients once the compensation request is received, and shall commence the compensation procedure accordingly
- 6) 完成賠償批核後, 本公司會以電郵告知賠償金, 並需要客戶以電郵方式同意及確認是次賠償  
Once the compensation request is approved, we will send an email to confirm with our clients on the compensation settlement. A form of discharge has to be completed through email to agree the compensation settlement as final
- 7) 賠償確認完成後, 本公司會將賠償金額存入客戶提供的銀行戶口  
Once the form of discharge is received, we will deposit the compensation to the bank account provided by the client