



商務客戶貨物賠償程序

Cargo compensation procedure - Business clients

- 1) 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
- 2) 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
- 3) 請於事故發生**14**天內將填妥的賠償電郵傳送至貨物賠償專用電郵
(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 14 days** of the incident (compensation.hk@gogox.com), together with the relevant documents and pictures. You can copy the template below

賠償電郵範本

Compensation request email template

標題: 貨物賠償申請(商業客戶)

Title: Cargo compensation request (corporate clients)

訂單號碼:

Order number :

客戶名稱:

(商業登記證名稱)

Client's name :

(Business registration name)

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。 本公司特此附上相關照片(包括但不限於損壞物品, 貨物/替代貨物單據)以支持索賠。

This is to report that certain packages were damaged/lost during the provision of delivery services by GOGOX's logistic partners. We 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。 本公司理解並承認, 本公司需於送貨完成後14天內提出申請, 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 14 days 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 :

4) 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

5) 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

6) 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