

Notice of Loss or Damage

Important

- This Notice of Loss or Damage needs to be lodged with Toll Transitions within 45 calendar days from date of delivery.
- Lodgement can be made online at www.tollgroup.com/movemaestro/defence
- If an essential item is lost or damaged, please call Toll Transitions immediately on 1800 819 167.
- Please do not proceed with any repairs or destroy or replace any items until authorised by Toll Transitions,

Removal Details (please complete in black ink)

Move Number (if known):

Client Name:	Employee ID / PMKeys No:
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Client Address (new delivery address):
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Organisation/Department:	Postcode:
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Mobile:	Work Phone:	Home Phone:
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Email Address:

Agent contact (if applicable):

Declaration by the member

The information I have provided in this Form is true and accurate. I am aware that the giving of false or misleading information, documents or statements to Toll Transitions is a serious offence under the Commonwealth's Criminal Code 1995 and the Defence Force Discipline Act 1982 and that this legislation imposes substantial penalties, including imprisonment, for committing these offences. Any entitlement provided to me as a result of such conduct may be recovered.

I,

Signed	Witness	Dated: _____/_____/_____
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Note: Further particulars may be required by Toll Transitions

When Lodging a Notice of Loss or Damage

Provide as detailed a description as possible of the item that is lost or damaged. Describe the damage to any item and tell us the exact location of the damage on that item.

Please refer to 'Your Defence Relocation Guide' for additional information

If an item suffers removal related loss or damage, we will, subject to the exclusions and conditions detailed on pages 33-34, pay:

- for the cost of repairs as substantiated by a quotation if those repairs are possible and/or economical, or
- for the supply of a like item, taking into account age, style and condition; or
- for a new replacement item, where an item within a predefined category (see Table 1 on page 32) is not economical to repair. This category is an addition to the existing Warranty Scheme. It applies from 1st March 2016 for loss or damage to items (within a predefined category and age-based) from consignments uplifted on and from the 1st March 2016 including consignments uplifted from storage.

The payment of compensation for loss of value resulting from minor damage, undertaking repairs where economical to do so, or the replacement of the damaged item with the new item will be at Toll Transitions sole discretion. Toll Transition's may:

- repair damaged items,
- replace damaged items with the closest equivalent new items,
- compensate the cost of repair and/or replacement, or
- compensate for minor damage (e.g. rub marks/ scratches/minor dents).

Disallowed Items

Where an item has not been accepted due to lack of physical damage or other evidence indicating the item may have been damaged during the removal (e.g. malfunctioning electrical and mechanical items) you can seek an assessment from a reputable repairer. If the assessment then indicates, through supporting documentation such as a technical report, that damage has occurred through the removal, Toll Transitions will reconsider the item.

You are encouraged to complete this form online at www.tollgroup.com/movemaestro/defence

Should you complete this form in hard-copy please email through to **WMC@tollgroup.com**