

## **LOSS AND DAMAGE**

### **AIRLINE LIABILITY**

- If you opt not to take out Loss and Damage cover through a third party, any claims that you submit will be subject to the Warsaw Convention. This convention governs the maximum liability for all airlines and is limited to US\$20.00 per gross kilogram. There are two important facts that you should be aware of with regards to the standard liability offered by airlines:
  - Given that this liability is based on gross weight, in the event of loss or damage it is unlikely that you will receive adequate compensation for valuable items which weigh very little.
  - The liability offered by the airlines, only covers you from the time your consignment is received, to the time it is collected from the airport of destination. Therefore, Door-to-Door shipments are not covered from the airport of destination to the delivery address.
- Loss and/or damage is rare, provided that items are well packed and securely sealed.
- In the event of outer packaging damage, it is important that you check the contents for missing items. Once you have signed for a receipt of shipment, the airline is immediately released from all liability.
- In the event of loss or damage, you should notify the airline concerned and Roll Travelsmart Solutions in writing.

**Roll Travelsmart Solutions does not accept damage to oversized bags, luggage handles, pull straps and broken wheels.**