



As a provider of logistics services, we always take the greatest care with your shipments. In spite of this, things may, on occasion, fail to go as planned: a shipment may be lost or become damaged. In those cases, it is convenient to know what to do.

What to do if my shipment is lost?

If your shipment is not delivered to the recipient, please contact our customer service department via telephone at +6012 – 3636 955. Our staff will conduct an investigation.

What to do if my shipment is damaged?

If your shipment arrives at its destination damaged, the receiver needs to state this on the couriers hand terminal at the time of receipt. Make sure to add the text “damaged shipment” to the statement. By doing this, your receiver signs for the receipt of a damaged shipment.

The TITUS Insured coverage is deemed expired upon recipient signed and/or stamped on the Proof Of Delivery without raising any loss, damage, shortage and/or any other dispute to the shipment.

How do I submit a claim?

A claim is submitted in 2 steps:

1. Collection of general information

In order to take the claim into consideration, we need the following information:

1. Shipment number with receipt of shipment.
2. Copy of the purchasing invoice or the sales invoice of the missing or damaged goods.
3. Weight of the missing or damaged goods.
4. In the case of a damaged shipment, submit photos of the damaged goods together with the damaged packaging.
5. Bank account number, Identification Card, address and name of the account number.

2. Email your claim with the accompanying information

Your claim will be handled within 14 working days of its receipt. Please attach your claim in PDF format with the email and send it to claims@titusexpress.com

What happens after submission?

Once the Claims Department has received a claim with the accompanying information, the claim will be investigated. Most claims are handled within 14 working days of receipt. The following decisions can be made regarding your claim:

- Complete approval of the claim
- Partial approval of the claim
- Complete rejection of the claim

What is my financial compensation?

If your claim is rejected by the Claims Department, you will not receive any financial compensation. If your claim is partially or completely approved, you will receive maximum financial compensation from TITUS Express. The level of this compensation depends on whether or not your shipment was covered by additional insurance. In this matter, we distinguish between 2 situations:

1. Your shipment was not covered by additional insurance, therefore standard liability applies
2. Your shipment was covered by additional insurance provided by TITUS

If your shipment was not covered by additional insurance, you can look up the effect of this on your financial compensation for loss or damage at standard liabilities which is max at RM200.00 per shipment.

More Information

If you would like more information about our claims procedure, please contact your TITUS contact person or our customer care department at +6012 – 3636 955, customercare@titusexpress.com For more information, see www.titusexpress.com

Rate & Charges?

TITUS Insured = Value of Consignment X Rate Surcharge (as per TITUS Insured Pricing table)

Scenario 1:

Sender, XYX Sdn Bhd, wishes to send a Samsung mobile phone from Shah Alam to Ipoh. Sender informs us that such Samsung mobile phone is worth RM1,500.00. According to the TITUS Insured Pricing table, mobile phone rate is 3%.

Therefore,

$$\begin{aligned}
 & \text{RM1,500.00} \quad \times \quad 3\% \quad = \text{RM45.00} \\
 & \text{Value of Consignment} \times \text{Rate} = \text{Insurance Charges}
 \end{aligned}$$

TITUS Insured Pricing Table

Consignment Content	Percentage (%)
Telecommunication Equipment & Components	3.00
Health Equipment & Components	3.00
Health & Beauty	2.50
Gifts, Sports & Toys	1.50
Electronics & Home Appliances	3.00
Electrical Equipment & Components	2.00
Books, Printing & Office	1.50
Bags, Shoes & Accessories	1.50
Auto, Machinery, Industrial Parts & Tools	1.50
Apparel, Textiles & Accessories	1.50
Documents	0

What should be the packing?

Senders shall ensure appropriate packing of consignments to make sure that the contents are sufficiently protected during normal pallet and parcel processing and mechanical sorting as well as to prevent the consignments from causing damage or injury to other shipments. Every consignment must be packed and closed in a manner benefiting the weight, the size and the nature of the contents as well as the mode and duration of conveyance. The packing and closing must protect the contents against crushing or damage by repeated handling and must also be such that it is impossible to tamper with the contents without leaving clear traces thereof. On the packing or the wrapping, the consignment must have sufficient space for service instructions and for affixing labels. If, in connection with the posting of a consignment, Carrier finds out that the consignment is not packed or wrapped in an appropriate manner, the company is at its own option entitled to either reject the consignment or the consignment is sent at the sender's risk. For fragile articles and liquid substances senders are required only to use packing, which has been approved by TITUS Insured. Fragile articles include technical equipment, such as computer, data processing and laser equipment, etc., chinaware, articles of glass and similar fragile objects as well as furniture, prams, etc. which by reason of their shape or structure do not readily lend themselves to loading with other parcels.

Should inspection on consignment needed before holding cover?

Staffs are recommended to inspect the consignment to ensure the accuracy of physical versus documentation. Considering the nature of Courier company staff workload, staff may not have sufficient time to do so. As such, a TITUS Insured Declaration Form, that is filled up with detailed product descriptions will be deemed sufficient. Please note that TITUS Insured is authorized to request reports from any staff handling the consignment whenever a claim occurs.

Any Exclusion?

- Excluding War & Strike
- Excluding Rusting, Oxidation, Decolourisation, Bending, Chipping, Marring and Scratching
- Excluding Mechanical, Electrical and Electronic Derangement or breakdown pair & set Clause
- Software programming error
- Loss of Data
- Terrorism Exclusion
- Radioactive Contamination, Chemical, Biological, Bio-Chemical and Electromagnetic Weapons Exclusion.
- Loss or damage arising from custom, polis or any government body detention.