

Date		State	
	☐ AET Account	☐ AOE Account	
Company Name			
Account Code			
Full Name			
Email			

Credit Claims will not be recognised after 14 days from date of invoice

Supporting Documents Required:

To assist with processing your claim, please provide the following documentation:

Customer Correspondence: Any emails, letters, or other communication relevant to the claim. Please include any correspondence that supports your case.

Photos (if applicable): If the claim pertains to damaged goods or freight, please provide clear photos of the damage or lost items.

Quotes: If available, include any quotes or estimates for replacement, or value of the lost/damaged goods.

Online Query Submission: Please ensure that a query has been lodged online regarding the damaged or lost freight, as this is required for further investigation.

Docket / Connote Number	Claim Reason	Description of Events