EU Client Services Policy

2021

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Dear client, welcome to Landmark Global!
We want to provide fast and high quality service.
Therefore you can find our guidelines on the use
and support of the client service desk below.

1. How to track your parcels?

2. Who can contact Client Services?

3. How can you contact Client Services?

4. How to submit a request?

5. How to submit a claim?

6. What amount can I receive?

7. When will claims NOT be accepted?

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1. How to track your parcels?

If you want to check the status of a parcel, you can use the following tools:

Shipment management tools:

• E-Shipper:
  https://osp.bpost.be/BpiShippingCorner/welcome.do?method=welcome

• Mercury:
  https://track.landmarkglobal.com/?trck=&Submit=Track

Track and trace (available for your customers):

• For Belgian and international shipments:
  http://bpost2.be/bpostinternational/track_trace/find.php

• For more detailed information about deliveries in Belgium:
  https://www.bpost.be/trace

2. Who can contact Client Services?

If you still have some questions about your parcel you can contact Client Services.
Landmark Global Client Services is available to all our business customers.
To ensure a swift and high-quality assistance, please note that we are only
available for our business customers and not your end-customers.

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3. How can you contact Client Services?

- clientserviceseu@landmarkglobal.com
- +32 (0)2 276 22 90
- Working hours: Monday to Friday from 9am to 5pm

4. How to submit a inquiry?

What to do?

- Mail your inquiry to clientserviceseu@landmarkglobal.com.
- Deadline: within 60 calendar days of the parcel being accepted and handled at Landmark BE (EMC), Landmark UK (Heston) or partner in case of Direct Entry.
- If you have many inquiries, it is advised to use the request for information form.
  This form can be obtained from your customer service: clientserviceseu@landmarkglobal.com
- To handle your inquiry, please provide us with the invoice of your item.
- Please make sure to submit your inquiry as soon as possible after reception of inquiry/complaint from your end-customer.

When to receive an answer?

All inquiries will receive a first response within 24 hours. Please bear in mind that in order to be able to provide you a status report, we may need to ask our delivery partners for additional information. In case your item is distributed by one of our postal partners, please note that specific regulations are applied and most countries take up to 15 working days to issue a status report.

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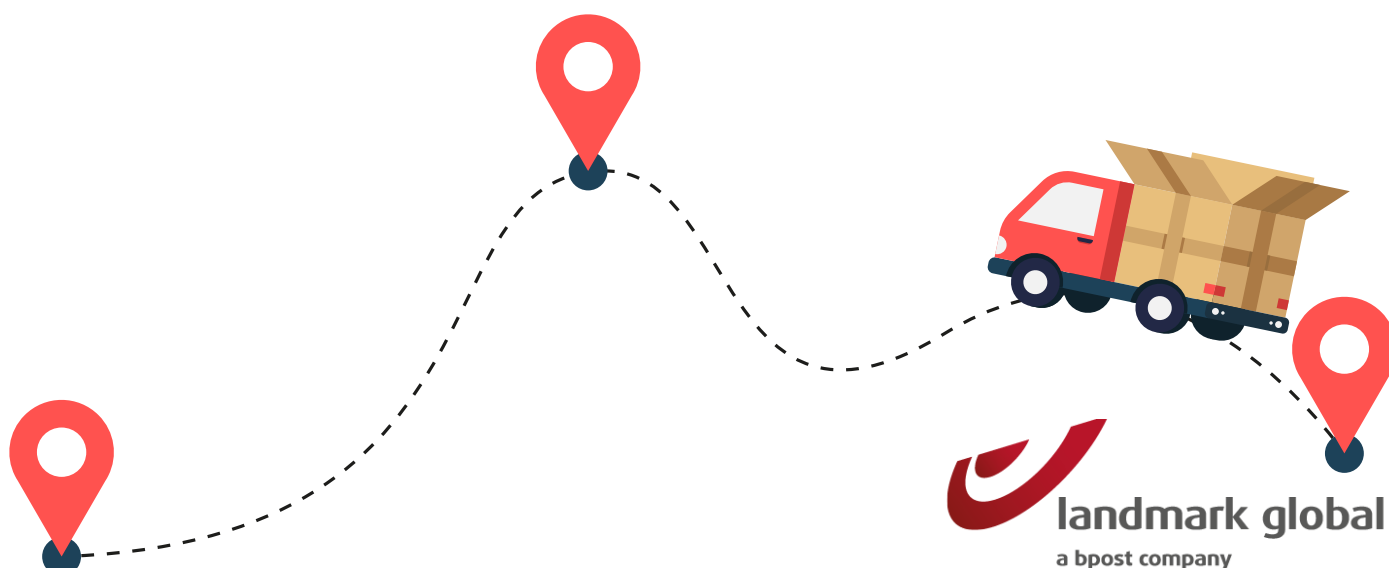
5. How to submit a claim?

When can you send in a claim?

• Upon receiving a complaint from your customer.
• When the inquiry you have sent resulted in the item to be considered as lost or damaged.

LOST PARCELS

When can an item be considered as LOST?

If there has been no traceability, status updates or movement

• Item in Europe: 30 calendar days.
• Item to be delivered outside of Europe: 60 calendar days.

These rules can be adapted when processing and transport is severe impacted by force majeure events as pandamics, war and natural disasters.
Please note that for undeliverables an item is considered lost after 90 days.

What to do?

• Mail your request to clientserviseseu@landmarkglobal.com
• Deadline: no later than 60 calendar days after the parcel was accepted
  and handled at Landmark BE (EMC) or at Landmark UK (Heston)
• Claims for lost parcels can only be treated when the invoice is provided.

DAMAGED PARCELS

What to do?

• Mail your request to clientserviceseu@landmarkglobal.com
• Deadline: no later than 7 calendar days after the parcel was delivered.
• Claims can only be treated when all necessary documents are provided being:
  the invoice and clear pictures of the damaged content and packaging.

Good to know: Packaging tips!

• Use solid and strong packaging to avoid damage during the logistic process.
• Adjust the size of the box to the content.
• Breakable or liquid goods need to be firmly wrapped before putting them in a box.
• The parcel needs to have clearly readable item labels.
• Make sure to use qualitative packaging tape to close the box.

Furthermore the content of the item needs to meet the terms and conditions.

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When will you receive an answer?

We will confirm the receipt of your claims by the end of the following month. Claims without the necessary documents will be returned untreated.

Disagreement with the compensations need to be sent in within 7 days after receipt of the proposal.
A credit note will be issued accordingly by our finance department within 30 calendar days from the date of the agreement of both parties.
This credit will be subtracted from your monthly invoice.

6. What amount can I receive?

PRODUCT	MAXIMUM REFUNDS ACCORDING TO THE INVOICE		
	EUROPE	REST OF THE WORLD	WITH EXTRA INSURANCE
MaxiPak Scan	€ 100	€ 100	N.A.
MaxiPak Sign	€ 500	€ 100	N.A.
MiniPak Scan	N.A.	N.A.	€ 30
MiniPak Sign	40 SDR	40 SDR	N.A.
Dragon Scan	N.A.	N.A.	N.A.
VoluMail	N.A.	N.A.	N.A.
ERS+	€ 500	N.A.	N.A.

7. When will claims NOT be accepted?

• No prior inquiry for information has been received where analysis resulted in the lost/damaged status of your item
• More than 60 calendar days have elapsed since the first acceptance scan.
• Packaging was inadequate.
• Content was prohibited.
• Delivery signature or delivery scan was obtained.
• Client Services did not receive requested documents (invoice and for damaged goods also photos of content and packaging).
• Goods were returned.
• Delivered after the estimated delivery time.

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*It is our goal to help, guide and provide you
with the best Customer Experience.
We are here for you and will do our utmost to make sure
that our services will meet your expectations.*