

Cargo On The Go — Complaints Policy

1. Purpose of This Policy

This Complaints Policy outlines how Cargo On The Go (“we”, “our”, “us”) handles customer complaints. The purpose of this policy is to ensure that all valid concerns are dealt with fairly, consistently, and efficiently while protecting the company from misuse or unreasonable complaints.

2. Scope

This policy applies to all customers who have used Cargo On The Go services. It covers service-related issues that are directly within the company’s control and excludes matters arising from external circumstances beyond our influence.

3. What Constitutes a Valid Complaint

A valid complaint must relate to a specific service delivered by Cargo On The Go and include:

- The booking reference number.
- Full name and contact details of the customer.
- A clear description of the issue and supporting evidence (if applicable).
- The complaint must be submitted in writing within **48 hours** of the event or delivery completion.

4. Exclusions and Limitations

The following will not be accepted as valid complaints:

- Delays caused by traffic, weather, or other external factors.
- Issues resulting from inaccurate or incomplete collection/delivery details provided by the customer.
- Complaints made without sufficient evidence or submitted outside the 48-hour window.
- Repeated, abusive, or unfounded complaints aimed at the company or its employees.

Cargo On The Go reserves the right to reject complaints that do not meet these criteria.

5. Complaints Process

All complaints must be submitted in writing to the dedicated escalation email below. Complaints are reviewed by management and assessed based on available evidence. The company aims to acknowledge receipt within five (5) working days and provide a full response within fourteen (14) working days, though complex cases may take longer.

6. Escalation Procedure

If a customer is not satisfied with the initial outcome, they may request an internal review by a senior manager. The decision following this review will be final and binding.

7. Contact Information

All complaints must be submitted via email to the following address only:

Email: esclate@cargoonthego.com

Verbal or social media complaints will not be formally recognised or investigated under this policy.

8. Company Rights and Disclaimer

Cargo On The Go reserves the right to close a complaint if it becomes repetitive, unreasonable, or outside the scope of this policy. The company may also refuse to engage in further correspondence once a final decision has been issued.

9. Governing Law

This Complaints Policy is governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising under it shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Cargo On The Go is a UK registered business. All rights reserved.