

Cargo On The Go — Insurance & Liability Policy

1. Introduction

This Insurance & Liability Policy defines the scope of coverage and limitations of liability for all transport services provided by Cargo On The Go (“we”, “our”, “us”). All services are delivered subject to these terms and conditions unless otherwise agreed in writing.

2. Goods in Transit Insurance

Cargo On The Go provides limited Goods in Transit Insurance that applies strictly while goods are being transported in our vehicle and under our direct control. Coverage does not extend to loading, unloading, or storage periods before or after transit.

3. Conditions of Coverage

Claims will only be considered when:

- The goods were correctly packaged, secured, and declared at booking.
- Loss or damage occurred solely during transit under our control.
- The customer submits a written claim within **24 hours** of delivery or discovery of the loss/damage.
- Sufficient evidence is provided, including photographs, signed delivery notes, and a full incident report.

Cargo On The Go reserves the absolute right to accept or reject any claim at its sole discretion.

4. Exclusions from Liability

Cargo On The Go shall not be liable for:

- Poor, insufficient, or defective packaging.
- Incorrect labeling, documentation, or handling instructions.
- Delay caused by traffic, weather, accidents, or third-party actions.
- Losses resulting from force majeure, strike, theft, or events beyond our control.
- Any indirect or consequential loss, including loss of profit, contracts, or business interruption.

5. Claim Process

All claims must be made in writing to Cargo On The Go within **24 hours** of delivery or discovery of loss. Claims submitted after this timeframe will not be accepted under any circumstances. The Company may require additional evidence or inspection before approving any compensation. Claims are subject to verification by our insurer, and payments will be made only after insurer approval.

6. Liability Limits

Cargo On The Go's total liability shall not exceed the level of cover provided under our Goods in Transit Insurance policy. Where no insurance applies, our liability is limited to the cost of carriage paid by the customer. We will not under any circumstances be liable for losses beyond this amount.

7. Customer Responsibilities

Customers are required to ensure that goods are properly packaged, declared, and suitable for transportation. Cargo On The Go will not be responsible for damage or loss resulting from inadequate packaging, loading by others, or failure to follow instructions.

8. Governing Law

This policy and all related matters are governed by the laws of the United Kingdom. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9. Contact Information

All insurance or liability inquiries and claims should be directed to:

Email: support@cargoonthego.com

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