Shipping damage and lost parcel procedure

SOP TEMPLATE

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To resolve damaged and lost orders quickly for the customer, and recover the cost from the courier where possible.

Scope

Every order reported as damaged, missing items, or not delivered.

Responsibilities

Role	Responsibility
Customer service	Gets the details, replaces or refunds, and keeps the customer updated.
Operations	Lodges and follows up courier claims.

Procedure

1. **Get the details**

   Ask for photos of the item, the packaging and the label for damage. For a lost parcel, confirm the address.

2. **Check the tracking**

   Check where the parcel is. If it shows delivered, ask the customer to check with neighbours and their building.

3. **Replace or refund**

   Offer a replacement or refund as your policy and consumer law require, without waiting for the courier claim.

4. **Lodge the claim**

   Lodge a claim with the courier with the photos, the order value and the tracking, before their deadline.

   > **Caution:** Courier claim deadlines can be short. Lodge it the day the customer reports it.

5. **Track the claim**

   Record each claim and follow up until it is paid or declined.

6. **Fix the cause**

   If the same item keeps arriving damaged, change the packaging.

Records

- The claims log with each claim and its outcome.
- Customer photos and messages.

Related documents

- Returns and refunds procedure

Revision history

Version	Date	What changed	Approved by