

Claims, Insurance and Delivery Exceptions Policy

Effective Date

20/04/2026

1. Purpose of this Policy

This Policy explains how Corelynx handles delivery complaints, delayed orders, failed deliveries, shortage reports, damage claims, non-delivery reports, returns to sender, and insurance-related matters where insurance has been purchased. It is intended to help clients understand what must be reported, what information is needed, how an investigation is conducted, and what outcomes may reasonably follow.

2. Reporting obligations

A complaint or claim should be reported as soon as the issue becomes apparent. Delay in reporting may materially affect Corelynx's ability to verify the facts, preserve evidence, contact the assigned Vendor, or pursue recovery where recovery may be possible.

The following default timelines are recommended for website publication unless Corelynx adopts a stricter or more generous internal claims standard:

- Visible damage, shortage, wrong-item delivery, or delivery discrepancy: within 24 hours of delivery;
- Concealed damage: within 48 hours of discovery and, in any event, not later than 7 days after delivery;
- Non-delivery or unexplained delivery status issues: immediately upon becoming apparent;
- Delay complaints: as soon as the delay is material to the agreed service or SLA.

3. Information required for a claim

To allow a proper review, the claimant should provide enough information to identify the shipment and understand the issue.

- order, tracking, or reference number;
- pickup and delivery dates and locations;
- clear description of the issue complained of;
- item description and declared value;
- supporting invoice, receipt, or proof of value;
- photographs of the item and packaging where relevant;
- proof of delivery, correspondence, or other supporting records;
- full contact details for follow-up.

4. Investigation process

Once a complaint or claim is received, Corelynx may acknowledge it, request supporting documents, review order logs, proof of pickup, proof of delivery, timestamps, call or communication records, and engage the relevant Vendor or service partner. Where necessary, Corelynx may inspect available goods, packaging, or related records before reaching a decision.

A claim will be assessed on its own facts. Submission of a claim does not, without more, establish liability.

5. Delay and service exceptions

Corelynx takes delay complaints seriously; however, not every delay gives rise to compensation. Whether a remedy is available will depend on the nature of the service purchased, whether a written SLA applied, the cause of the delay, the extent to which the client or recipient contributed to the issue, and whether the delay arose from circumstances beyond Corelynx's reasonable control.

6. Failed deliveries and reattempts

Where delivery cannot be completed because the recipient is unavailable, unreachable, refuses delivery, cannot be properly identified, or where the address is inaccurate, inaccessible, or unsafe, Corelynx may reattempt delivery, hold the item for further instruction for a limited time, or return it to sender. Additional charges may apply.

7. Damage, shortage, and packaging-related issues

Claims for damage or shortage will be reviewed in light of the condition of the shipment at pickup, the adequacy of the packaging, the nature of the goods, the declared handling requirements, and the available evidence from transit and delivery. Corelynx may reduce or decline liability where packaging was insufficient for the nature of the goods or the conditions of carriage.

8. Insurance

Where Corelynx offers shipment insurance and the client elects to purchase it, insurance remains subject to eligibility, underwriting rules, exclusions, premium payment, and documentary compliance. Insurance is not retrospective. A shipment is not insured merely because a value was declared.

Even where insurance applies, recovery will depend on investigation outcome and the insurer's position, where an external insurer is involved.

9. Circumstances that may affect recovery

A claim may be declined or reduced where any of the following applies:

- the shipment was prohibited, restricted without approval, or materially misdeclared;
- the packaging was poor, defective, or unsuitable;
- the claimant failed to report the issue within the applicable time;
- the declared value was inaccurate or unsupported;
- the issue arose from hidden defects, perishability, or fragility not properly disclosed;
- no insurance was purchased where coverage was optional;
- the cause of loss or delay lay outside Corelynx's reasonable control.

10. Available resolutions

Where Corelynx accepts responsibility or considers a commercial resolution appropriate, the remedy may take the form of a service credit, partial or full refund of the delivery fee, compensation within the applicable liability framework, repair contribution where suitable, or settlement under an insurance arrangement. Corelynx is not obliged to provide a remedy outside the limits imposed by its Terms of Service, any applicable insurance terms, or the governing law.

11. Finality and settlement

Where Corelynx makes a written settlement offer and the claimant accepts it, the accepted settlement will ordinarily be treated as full and final resolution of that complaint or claim unless the settlement document expressly states otherwise.

12. Contact and claims channel

Claims and complaints should be submitted through the official Corelynx support or claims channels published on the platform.

- Support / Claims Email: Corelynx@corelynxgroup.com
- Telephone: 09124299195
- Address for formal correspondence: 12, HARMONY LANE, MAGBORO, OGUN STATE, NIGERIA.