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	Claim Type	Cut-Off	Requirement
1	Damage/Short Content (Shipper/Consignee)	24 Hours	Content Detail, Damage Parcel Picture & Invoice
2	Booked But Not Picked	2 Days	Scanned signed receiving sheet and Product Invoice
3	Lost	60 Days	Content Detail & Invoice
4	Wrong Delivery Lost (Shipper/Consignee)	2 Days	Content Detail & Invoice
5	Theft & Snatching		FIR will be shared with shipper no claim will be entertained
6	Weight Dispute	2 Days after Booking	Content details, Picture ,Actual weight of product or Alternate CN# of similar product

Important Note:

- The claim of non-insured items will be 80% of the purchase invoice.
- Movex will not honor claims greater than Rs. 25,000.
- No claim will be entertained in case of theft and snatching.
- No claims will be entertained for any items made of fragile materials, including, but not limited to: glass, mirror, marble, ceramic, or tile, or for carpets, rugs and/or cosmetic items. Compensation for damages is not possible when damage occurs to enameled or painted surfaces (i.e. peeling, scratches, and abrasions).
- Claim will only be entertained if there is clear and documented damage to the packaging of the item. Movex cannot honor claims for concealed damage.

¹ Claim policy V.1.3