

## World Options Protection Plan (WOPP)

All carriers have limited liability in line with local and international laws. These clauses will typically limit the amount payable, or preclude liability entirely. Being customer centric, World Options do include in our shipping rates available through our online portal, a Protection Plan solution on goods with a value lower than \$1,000 AUD. To qualify for cover, during the booking process, you will need to provide a comprehensive description of the goods you are shipping and a replacement value for your shipment. If your goods are valued more than \$1,000 AUD, this Protection Plan does not apply and are not Protection. If Protection Plan over \$1000 AUD is required, please contact 1300 345 020 or email [support.au@worldoptions.com](mailto:support.au@worldoptions.com). In the unfortunate case that your shipment is lost or damaged, we have a claims process through our online portal. Once you have provided all necessary information, a determination of your claim will be made promptly.

We strongly recommend you refer to the link provided here in order you can review a details description of the cover provided. <https://au.worldoptions.com/Protection-Plan-cover>

This summary sets out the information relevant to the transit Protection Plan arranged.

### **Description of goods:**

As provided by you during the online booking process

Journey Starts: From the time of collection of goods by the contracted carrier

Journey Ends: Once delivered to the nominated destination provided in the online booking

Journey: Whilst in the ordinary course of transit - Within Australia or ports & places in Australia to ports & places worldwide

Protection Value: the Protection value declared in the online booking system, subject to a maximum AUD \$1,000 any one loss. If goods are valued at more than \$1,000, they will not be covered under this Protection Plan facility.

Basis of Valuation: Invoice Value of the goods, or the market value of the goods, whichever is the lesser. In the absence of any purchase invoice, the maximum amount payable will be \$200 AUD. The provisions of the Marine Protection Plan Act 1909 will be paramount and will be applied to determine the amount that We will pay, up to the Protection Value of the individual declarations

Deductible: \$100 AUD

### **Exclusions**

Some exclusions are as follows however this is not an exhaustive list and You should refer to the WOPP Terms and Conditions wording for full details:-

- an intentional act by You or any person acting with Your expressed or implied consent;
- ordinary leakage, loss in weight or volume; or ordinary wear and tear of the goods; rust, oxidation, discolouration and/or pitting; electrical and/or mechanical and/or electronic failure.
- loss damage or expense caused by inherent vice or delay;
- Loss damage caused by lack of suitable packaging;
- mould, moths, insects, rats or other vermin;
- an act of war, whether or not war has been declared, whilst your property is not on board a ship, vessel or aircraft domestic furniture, household goods, personal effects, jewellery and/or watches, works of art or antiques.
  - designs and/or patterns and/or plans and/or manuscripts and all other documents;
  - electronic data or computer software held on computers or other hardware;
  - computer chips, micro-processors, chip sets, CPU's, lap top computers, mobile/cellular telephones and/or MP3 players. Notwithstanding the foregoing, items that contain computer chips and/or CPU's are covered under the Policy unless such items are specifically excluded elsewhere in the Policy;
  - Precious metals and stones valued at more than \$100 AUD per item;
  - Money (which means any coin or banknote), bullion, cheques, credit or other card sales vouchers, securities, shares, bonds, deeds, bills of exchange, treasury notes, tickets, stamps or any documents that represent money;
  - Pharmaceuticals and/or Plasma and/or other Blood Products;
  - Livestock and/or bloodstock and/or other living creatures.

- Aircraft or aircraft parts
- Bulk Liquids such as oils or liquid chemicals transported, stored in large quantities and includes cargos carried in ISO tanks containers or Flexi-Tanks.
- motor vehicles, motor cycles, trucks, tractors, and all non-mechanically propelled items such as caravans, trailers, horse boxes, boats, and the like and including any trailer or cradle to which they may be secured;
- Watercraft, pleasure craft or boats.
- Perishables and/or temperature sensitive goods.

Claims Portal- To make a claim please click on this link to be directed to our Claims Portal [WOPP claims](#)

For full terms and conditions of this Protection Plan please refer to the full policy wording at <https://au.worldoptions.com/Protection Plan-cover>

For enquiries regarding your Protection Plan Claim please [support.au@worldoptions.com](mailto:support.au@worldoptions.com)

**Actions You Need to Take Upon Accepting Delivery** – before you acknowledge that the consignment was received in sound order and condition (this is called a “clean receipt”) inspect the goods for any signs of damage or tampering. Do not under any circumstance give a clean receipt if there is any evidence of damage or shortage.

Actions You Need to Take -

- Prevent Further Loss - immediately take all reasonable measures to avoid or minimize any loss, damage or expense.
- Retain the Goods - do not dispose of any damaged goods or packaging.
- Hold the Carrier Liable - Properly preserve and exercise all rights against carriers, bailees or other third parties.
- Advise Us of the Loss – online claim contact [WOPP claims](#) portal

Warranted claims must be notified within 5 days following the receipt of goods