



Appendix A – GLS Ireland’s Claim Procedure

– Information for customers –

Claims Procedure:

Please inform GLS Ireland Ltd., in writing regarding your claim by sending the necessary documentation as outlined below, under the “Complaints and Resolution Procedure, Stage 1” section process.

The necessary documentation are as follows:

1. GLS Ireland’s claim form.
2. GLS Ireland’s invoice/receipt.
3. A copy of your purchase invoice or estimate of repair (If the estimate is not readily available, please submit the form and send your estimate later).
4. A non insurance declaration.
5. The distribution costs of the parcel.

Important information:

GLS Ireland does not accept the withholding of payment of invoices due to unresolved claims, or as deductions based on ongoing claims.

Contact Details:

Customer Services Manager,
General Logistics Systems Ireland Limited,
Part Building 3,
Orion Business Campus,
Ballycoolin,
Dublin 15.