

## **Guidelines for submitting a Dinghy or Small Craft claim**

At GJW Direct our philosophy is simple. We deal with claims fast and fairly.

You may complete the [claim form online](#) and submit it to us electronically. Alternatively, you may print the claim form from our web site and return it by post to the address shown at the bottom of this page.

Upon receipt of your completed claim form, we aim to reply within 2 business days.

Once the claim has been authorised, we will normally arrange to supply standard parts ourselves but we will request that you pay the excess to us. However, if you prefer to arrange repair or replacement yourself, please let us know in advance. You will have to pay the excess to the supplier or repairer.

We will make direct payments to repairers if you are fully satisfied with the repairs.

If the costs involved are high, we may appoint a surveyor who will ascertain cause and extent of the damage to your craft and we will consider your claim on his advice together with comments and information provided by you. If the incident does not give rise to an insured claim or only part of the cost of repair or reinstatement is covered we will provide a full explanation in writing as soon as we are able to do so.

You must not without our prior written consent admit liability, make any offer to settle or compromise any claim against you. Any correspondence from third party claimants should be passed to us.

You should not incur any expenditure other than for the purpose of averting or minimising loss to insured items without our prior consent.

You should notify the police as soon as possible of any theft, malicious damage or other crime involving the craft and insured items.

If you need to contact us, we are available via email, post and telephone during office hours (9.00am to 5.30pm Monday to Friday).

How to contact us:-

Telephone: 0151 473 8000 (Monday to Friday 9am to 5.30pm);

Facsimile: 0151 473 8063 (Monday to Friday 9am to 5.30pm);

Email: [dinghyclaims@gjwdirect.com](mailto:dinghyclaims@gjwdirect.com);

Address: GJW Direct, 8th Floor, Walker House, Exchange Flags, Liverpool, L2 3YL.