

Situation of Item	Evidence	Action
Whole item missing	<ul style="list-style-type: none"> -Photo of item taken at pick up -Item description is declared in the job 	<ul style="list-style-type: none"> - GoGetter must ensure that he/ she takes a photo of the item at the pickup and drop off point. - If gogetter discovers the item is missing on the way to the drop off, GoGetter needs to notify Poster about the situation. - If the item was not delivered at all and it was found missing, compensation applies. - If GoGetter was instructed to leave it at a certain place (e.g. receptionist, guardhouse) with photo of the correct drop off place and it is discovered that the item was missing after GoGetter has left, no compensation applies. - The claim value for the missing item will be as per GoGet's compensation policy.
Items partially missing (eg. job description is to pick up 3 boxes, receipt only received 2 boxes)	<ul style="list-style-type: none"> - Clear description of number of items to pick up - Evidence of number of items picked up (e.g. photo, invoices, document to acknowledge receive by GoGetter at pick up) 	<ul style="list-style-type: none"> - If the job clearly states 3 items, GoGetter has the responsibility to ensure he/she has all 3 items upon pick up. Any discrepancies should be clarified during pick up. -If GoGetter is deem responsible for the missing item, Poster needs to provide evidence of the item quantity, (e.g. photo, invoice, receipt, fb/What's app conversation receipt) -If there is no photo, compensation on number of item missing will follow descriptions of the job. -If there is no mention of number of items to pick up in job description, GoGetter will not be hold responsible for any missing items. -The claim value of the missing items will be as per GoGet's compensation policy.
Content is missing (e.g. 1 box contains 10 items inside, upon drop off there was only 8 items)	<ul style="list-style-type: none"> - Photos of item at pick up -Evidence of wrapped items being tampered 	<ul style="list-style-type: none"> - If the contents are not declared or the items are not sealed up, GoGettter will not be held responsible. - If the items are sealed or wrapped with no evidence of items being tampered upon delivery, GoGetters will not be held responsible. - If there is evidence of items being tampered, compensation for the missing items will be as per GoGet's Damage and Missing Good's policy