



Cargo Claim Procedure

- 1. Notify your Carrier that a loss has occurred
- 2. The claim should be filed with your local shipping agent
- 3. Complete the attached claim letter or send a letter indicating:
 - The dollar amount of claim and /or percentage loss
 - Whether the cargo was short, damaged or both
 - Bill of lading number
 - A description of the loss and any other details pertaining to the cargo in question
- 4. The following supporting documents need to accompany the claim letter:
 - Bill of lading
 - Delivery receipt (s)
 - Invoice highlighting the damaged/short items
 - Photos of damages for claims exceeding US\$750.00
- 5. Copies of the following documents may also be required if applicable:
 - Estimates of repair:
 - One estimate is required for all repairs and two estimates for repairs over US\$2,000.00
 - Independent survey
 - Discrepancy certificate
 - Condemnation or dumping certificate
 - Any other relevant information or documentation that pertains to the claim

***** Note: Damaged goods must be retained for presentation at time of settlement *****

Claims supported by proper documentation will be settled within thirty (30) days of receipt.