



# Cargo Claim Procedure

- 1. Notify your Carrier that a loss has occurred
- 2. Concealed damage must be reported within 3 business days of delivery
- 3. Provide a claim letter indicating:
  - The dollar amount of claim
  - A description of the loss and any other details pertaining to the cargo in question
  - Clarify if the cargo was short, damaged or both
- 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 (Unless otherwise requested)
- 5. Copies of the following documents may also be required if applicable:
  - Estimate(s) of repair
  - Independent survey
  - 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.

04/18