

Instructions to be followed in case of a loss or damage

1. Inspect goods immediately

Even if loss or damage is only suspected do not give a clean receipt but mark documents (e.g. shipping documents) by stating extent of suspected or noticed damages.

When delivery is made by container ensure that the container and its seals or locks are examined immediately by the responsible officials of the ship owners or the carrier. If the container is delivered damaged or with broken/missing seals, state the damage on the delivery receipt.

Also, please check if the seals and locks are the same as stated on the shipping document. In case of deviations, please state such on the delivery receipt as well.

2. Secure rights of recovery from third parties

In case of an apparent damage, state the damage immediately on the carrier/haulier receipt. In case of a hidden damage, claim it immediately after discovery. Hold the carrier/haulier liable.

3. Minimize loss or damage

Care must be taken to minimize loss or damage and to avert further loss or damage.

4. Contact the surveyor

If the extent of the damage exceeds 3,000.00 EUR, immediately contact a surveyor to check the damaged cargo. Do not alter condition and packing of goods before arrival of the surveyor unless required by measures as under clause 3.

5. Report the damage or loss immediately to the Marine Cargo Insurer

The following documents must be presented to the insurer:

- claim bill
- certificate or policy of insurance
- survey report
- bill of lading, way-bill, or other contracts of carriage or storage
- shipping invoice
- documents showing number, measurements or weight at time of shipping and arrival
- certificate of loss of damage/correspondence regarding liability of third parties according to clause 2
- subrogation form issued in favour of underwriters signed by the party holding rights under the contract of carriage

If you need support, feel free to contact us at any time. We are glad to also help you preventing future claim cases.