Cargo claim filing

In case you believe that carriage of your shipment is to be treated as a claim case, we hereby state our deepest sorry for such event and assure you that your claim shall be evaluated as fast as possible so to ensure continuance of our cooperation.

In order to evaluate the case, it is required that you file with us a filled Claim Form – properly filled, signed and stamped. This document must be sent as color scan document so that both signature and stamp are clearly visible.



In addition to Claim Form, for more prompt claim evaluation process, we kindly request you to initially submit following supporting documents too.

* Supporting Letter (on your Company letterhead) stating:
  + Reason for filing the claim (stating the AWB number to it)
  + Number of pieces affected.
  + Weight of the affected pieces.
  + Total amount claimed and breakdown of the amount per piece affected
  + Course of action taken for the affected goods: Example: Disposed of / Destroyed / Repaired.
  + Statement was the shipment insured and was it submitted/settled by Insurance
* A scanned copy of the original Master Air waybill – MAWB.
* A scanned copy of the original House Air waybill - HAWB- (if applicable)
* Invoice and packing list (with affected pieces marked– If part is only affected) – scan of ORIGINAL Invoice, with customs stamp
* A copy of the Intent to Claim sent beforehand ( if applicable).
* Payment receipt for the extra charges (if applicable)
* Crush testing results for cardboard/paper boxes
* Documentation to support the evidence of action taken on the affected goods. Example: Disposal or Destruction Certificate / Report / Repair Invoice
* If settled by Insurance, please provide copy of proof of settlement
* CDR- Cargo damage report. Issued at the handling agent warehouse where cargo was handed to the Consignee

Yours truly,

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