



## PROCEDURES FOR FILING A CARGO CLAIM

### CLAIMS PROCEDURE:

The written claim of loss must be provided to the carrier at the port of discharge. If the loss or damage can be readily seen, the written claim must be provided before or at the time of removal of the goods into the custody of the person entitled to delivery. If the loss or damage is not immediately apparent, claim form must be given to the carrier within **three (3) days of delivery**. Failure to provide such notice is not fatal to a claim, but it does create a presumption that the goods were delivered in good order & condition. On failing to give timely notice, the burden shifts to the claimant to demonstrate that the damage occurred before delivery.

Make immediate inspection of each package before signing delivery receipt. Take proper exceptions on the delivery receipt in respect to all loss or damage existing at the time of taking delivery. It is most important that exact exceptions be taken in writing on the delivery receipt as to the conditions of the consignment and a copy of the delivery receipt must be retained for your claim file. Take photographs where applicable.

Verify that the seal numbers on marine containers match the document numbers. Also be alert when a seal is broken to the possibility that cargo may have been pilfered. Retain all products and packing until you are advised otherwise.

Investigation time will vary depending on the size and nature of your claim, however, whenever feasible, claims should be resolved within 90 days of receipt. (Holidays and weekends excluded).

Damaged goods must be retained for presentation to the ocean carrier representative at time of settlement. Coverage period for insured shipments ends 15 calendar days after discharge or delivery of goods, whichever occurs first.

Claims will be adjusted according to legal liability as set forth in the governing Bills of Lading, Tariffs, and Bylaws. You are reminded that a statute of limitations of only one year will apply, and that various limitations or liability may also be applicable.

Nothing in this Claims Procedure document shall be construed as a guarantee that any filed claims will be adjusted, or what the result of any filed claims will be. This document is to be interpreted solely as instructions and procedure for how to file a cargo claim.

In order to file a claim with Oceanus Line, the following documentation is required:

**1. Please use the Claim Form available in our website indicating:**

- The dollar amount of claim/or percentage of loss in USD.
- Whether the cargo was short, damaged or both.
- Vessel, voyage, and bill of lading number.
- The date of vessel arrival and the date you received the cargo.



- Description of loss and any other details pertaining to the cargo.

2. Copy of the Ocean Carrier bill of lading.

3. A complete set/copy of invoices and packing lists for the entire shipment, with the items in question either underlined or highlighted.

4. Copies of the following documents are required as applicable.

- Delivery Receipt from the Port of Discharge
- Independent Survey - If damage or loss is more than USD\$750.00 (damage or loss value only)
- Discrepancy Certificate (as issued by the Port Authority or a Government Warehouse)
- Condemnation or Dumping Certificate (for perishable merchandise)
- Photographs of Damaged Goods
- Copy of your written notification to local office or agent advising of the discrepancy
- Any other relevant information pertaining to shortages or damages.

5. For Repairable Damage:

- Independent Survey -If damage or loss is more than USD\$750.00 (damage or loss value only) One estimate is required for all repairs.
- Two estimates are required for repairs over USD \$1,000, and for damages to vehicles or boats.