

In the unfortunate event that you are confronted with damage to or loss of cargo possibly caused under Samskip care, we would appreciate your cooperation as described below in order for Samskip to be able to handle a cargo claim properly and as quickly as possible.

- Any damage or loss found at the time of delivery should be recorded on the Delivery Note/ Bill of Lading / Waybill / CMR document in the presence of the person responsible for delivery.
- Where a full check of the consignment is not possible at the time of delivery, it is essential that this is completed as quickly as possible.
 - Survey can be necessary to investigate the damages and cause of damage. Please provide contact details of surveyor and contact persons to arrange joint survey.
 - We advise customers and/or cargo interests to appoint a surveyor on their behalf. Surveyors appointed by Samskip will only report to Samskip.
- Rejection of the consignment does not in any way affect the cargo interests/customers' duty to mitigate the loss, avoid costs and take appropriate actions after damages are noted.
- A written notification must be provided to Samskip with at least a copy of the Delivery Note/Waybill/CMR/POD document together with one or more of the documents below, as soon as possible by email to the Samskip claims department.

Documents

The following documents usually form an essential part of the claim which Samskip needs to be able to investigate:

- Original transit document - Bill of Lading / Waybill / CMR / POD.
- Pictures of damaged goods and damaged container/source of damage.
- Supplier' invoices to support values and indicate terms of sale.
- Packing lists (where applicable).
- A calculation or estimate of the amount being claimed.
- Location of the damaged cargo/container and person the appointed surveyor can contact to arrange joint survey.
- Information whether cargo insurance has been taken out for this shipment and, if so, whether cargo insurer has been informed of the loss.
- Any other document(s) not detailed above but which is or may be relevant to the shipment, transaction or loss.

Quantified claims containing all information requested by Samskip must be send to Samskip within 30 days after the delivery or within 60 days from the time when Samskip has collected the goods.

We trust this information will enable you to process a claim with Samskip. If you have any questions however please do not hesitate to contact us directly.

For Samskip Multimodal claims - rotterdamclaims@samskip.com

For Samskip Logistics claims – claims.logistics@samskip.com.

We appreciate your patience for a timely resolution of the claim. In the mean time we emphasize our prohibition for set off / deduction of claims in relation to freight invoices.

We thank you in advance for your cooperation.

Samskip

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