



# Cargo Claim Procedure

1. Notify your carrier that a loss has occurred.
2. Note obvious damages on the delivery receipt.
3. Notification of concealed damage must be reported within 3 business days of delivery to your local shipping agent or [claims@sevensseasins.com](mailto:claims@sevensseasins.com).
4. The claim should be filed with your local shipping agent or at [www.sevensseasins.com/claims](http://www.sevensseasins.com/claims)
5. Complete the claim letter or send a letter indicating:
  - Bill of lading number
  - The dollar amount of claim
  - A description of the loss and any other details pertaining to the cargo in question
  - Clarify if cargo was short, damaged or both
  - Indicate if you prefer a percentage loss settlement
6. The following supporting documents need to accompany the claim letter:
  - Bill of lading
  - Delivery receipt (s)
  - Invoice highlighting the damaged/short items
  - Photos of damage(s) (distant and closeup)
7. Copies of the following documents may also be required if applicable:
  - Estimate of repair  
*Note: Two estimates are required for repairs over US\$2,000.00*
  - Independent survey
  - Discrepancy certificate
  - 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. 07/24