

Instructions to be followed in case of 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 damages suspected or noticed.

When delivery is made by container ensure that the container and its seals or locks are examined immediately by the responsible officials of the shipowners or the carrier.

If the container is delivered damaged or with seals or locks broken or missing or with seals or locks other than as stated in the shipping documents clause the delivery receipt accordingly stating the assumed loss or damage and retain all defective or irregular seals and locks for subsequent identification.

2 / Secure rights of recovery from third parties.

Shipowners, railway, post, lorry owners, other carriers, Seafrigo, warehouses, customs and port authorities must be:

- Advised of the claim in writing and over the phone
 - A claim notice must be sent to Carrier (Shipping Line or Airline)
 - Do not offload the container and ensure is plugged in power in case of Reefer containers.
 - Requested to certify the loss or damage, and
 - Inform Carrier to attend a joint survey and recommended that receiver of the shipment (Consignee) to appoint a private surveying company. Survey must have as many pictures of Damaged and also clean cargo and undamaged ones.
 - If a Temperature recorder has been used in the shipment, it is a must to record the data in the surveyor report
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- where loss or damage is apparent - before taking delivery of the goods,
 - where loss or damage is not apparent - immediately upon discovery of said loss or damage, at the latest, however, before termination of time limits (e.g. 3 days after discharge)

3 / Care must be taken to minimize loss or damage and to avert further loss or damage. However, must be in alignment with Seafrigo and Carrier

4 / Immediately contact the claims survey agent named in the policy or certificate of insurance. On proving substantial reasons the nearest Lloyd's agent may be called in instead of the claims survey agent named.

5 / Do not alter condition and packing of goods before arrival of the claims survey agent unless required by measures as under clause 3.

6 / Immediate notice of claim must be given to underwriters (Insurance Company)

7 / A full set of claim documents must be presented to underwriters, in particular:

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| ■ Claim Bill | ■ Documents showing number, measurements or weight at time of shipping and arrival |
| ■ Certificate or policy of insurance | ■ Certificate of loss or damage / correspondence regarding liability of third parties according to clause 2 |
| ■ Survey report | ■ Subrogation form issued in favour of underwriters signed by the party holding rights under the contract of carriage. |
| ■ Bill of Lading, way-bill, or other contracts of carriage or storage | ■ Downloaded Data loggers which was proven on B/L. |
| ■ Shipping invoice | |

Settlement of claims can only be effected by Carriers or underwriters in cases where the documents enumerated under clause 7 have been presented to underwriters. Immediate presentation to underwriters is, therefore, in the own interest of the party claiming damages/losses and must be submitted well before expiry of any time limits of carriers etc as under clause 2 to leave sufficient time for claims against third parties.

- If any of the steps in claim handling procedures were not followed the claim will be rejected and you will not be compensated . Therefore, we suggest your sharing this Claim Procedures with your receivers of your cargo to ensure being strictly followed to secure your rights and for your claim to be accepted.
- Under no circumstances Seafrigo is held Liable being a third party but Seafrigo will do its best to secure your rights with the liable parties