



Cargo Claim Procedure

- 1. Notify your carrier that a loss has occurred
- 2. Notify Seven Seas of concealed damage within 3 business days of delivery. Notification to claims@sevensseasins.com
- 3. The claim should be filed with your local shipping agent
- 4. Complete the attached 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
 - Detail if you prefer to retain damaged item for a percent loss (reduced settlement)
- 5. The following supporting documents need to accompany the claim letter:
 - Bill of lading
 - Delivery receipt (s)
 - Invoice highlighting the damaged/short items
 - Photos of damages for claims exceeding US\$750.00, unless otherwise requested
- 6. 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.