

CARGO CLAIM PROCEDURE

How to file a claim for cargo loss or damage

To file a cargo claim, please submit the documentation described below. Complete claims are reviewed and processed more quickly, so please gather every applicable item before submitting.

1 COMPLETE THE CARGO CLAIM FORM

Your completed Cargo Claim Form must include:

- A.** The dollar amount of the claim, or percentage of loss, in USD.
- B.** Whether the cargo was short, damaged, or both.
- C.** Vessel, voyage, and bill of lading number.
- D.** The date of vessel arrival and the date you received the cargo.
- E.** A description of the loss and any other relevant details about the cargo.

Only the Cargo Claim Form is accepted as a claim submission; separate letters of claim will not be processed.

2 BILL OF LADING

Provide a copy of the Ocean Carrier bill of lading for the shipment.

3 INVOICES & PACKING LISTS

Provide a complete set of invoices and packing lists for the entire shipment, with the items in question underlined or highlighted.

4 SUPPORTING DOCUMENTS (AS APPLICABLE)

- A.** Delivery Receipt from the Port of Discharge.
- B.** Dock Receipt, if applicable.
- C.** Independent Survey — required if damage or loss exceeds USD \$750.00 (value of damage or loss only).
- D.** Discrepancy Certificate, as issued by the Port Authority or a Government Warehouse.
- E.** Condemnation or Dumping Certificate, for perishable merchandise.
- F.** Photographs of the damaged goods.
- G.** Copy of your written notification to the local office or agent advising of the discrepancy.
- H.** Any other relevant information pertaining to shortages or damages.

5 REPAIRABLE DAMAGE — ESTIMATES

- A.** One (1) estimate is required for all repairs.
- B.** Two (2) estimates are required for repairs over US \$1,000, and for damage to vehicles or boats.

DAMAGED GOODS

Damaged goods must be retained and made available for presentation to the carrier's representative at settlement.

HIDDEN DAMAGES

Hidden damage must be reported in writing to the local office or agent within three (3) days of cargo receipt.

INSURED SHIPMENTS

Coverage for insured shipments ends 15 days after discharge or delivery of goods, whichever occurs first.

CLAIMS TIMELINE

Investigation varies, but claims are typically resolved within 90 days.

LEGAL NOTICE

Claims are adjusted according to legal liability as set forth in the governing Bills of Lading, Tariffs, and Bylaws. A statute of limitations of only one (1) year applies, and other limitations of liability may also be applicable.

Submit your claim to: claimteam@kingocean.com