

In case Eimskip customers receive damaged or missing cargo, the receiver must follow these steps:

## FIRST REACTION

The cargo recipient must note the damage or shortage on the delivery note.

It is possible that damage or shortage to the cargo may not be immediately apparent and may only become noticeable after the cargo has been transferred into the receiver's care. In such cases, it is important to send a written notice to Eimskip within three days of delivery. The notice should be addressed to Eimskip's Claims Department at [claims@eimskip.com](mailto:claims@eimskip.com). When you contact us, it is imperative that you have the following information readily available:

- Sales Order number
- Container number
- Nature of the cargo damage and photos
- The approximate value of the damage/loss

## CARGO SURVEYORS

It is important to let the company decide whether or not to call in an independent surveyor on its behalf. Equally important is for the cargo owners to inform their cargo insurers immediately. If your insurance company decides to appoint a surveyor, please notify Eimskip so that we can appoint our surveyor and conduct a joint inspection.

If you have not insured the cargo, you must decide whether to have an independent surveyor attend on your behalf. Keep in mind that each survey report is solely intended for the principal who requested the survey.

## CLAIM HANDLING PROCESS

If cargo insurance does not cover the loss or damage, submit a formal claim to Eimskip's Claims Department promptly.

In order to make a claim for damaged cargo you need to provide the following documents:

- Eimskip's Transport Document
- Copy of supplier's commercial invoice
- Copy of the Packing List
- Photos of the damaged cargo or container
- Calculation of claim
- Copy of the survey report issued for the cargo owner (if applicable)
- Salvage receipt (if applicable)
- Destruction certificate (if applicable)

Please provide a copy of the cargo receipt which should indicate any exceptions, if any, that have been noted on the receipt. If there is a shortage from a Full Container Load (FCL) container, the receipt must include the container's identification number and seal number, especially if the seal number is different from the original one. If there is a shortage, the receipt should include the number or other identification marks of the parcel or unit that has been short-delivered, along with further description of the type of packing and goods involved.

If it is possible to sell the goods at a reduced price, then the amount of this reduction must be deducted from the claim amount. Cargo owners are responsible for taking all available measures to minimize their loss by attempting to salvage the cargo.

Once Eimskip receives all the necessary documents and proof of loss or damage, the company will promptly assist its customers in resolving claims related to loss or damage to cargo that occurred during transport or storage.

If you need to file a claim or request information and assistance, please contact Eimskip's Claims Department at [claims@eimskip.com](mailto:claims@eimskip.com)

## **TERMS AND CONDITONS**

We encourage you to review Eimskip's transportation terms and conditions, which can be found on the reverse side of the Bill of Lading/Sea Waybill or on our **website [here](#)**.