



# Premier Logistics, Inc

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## Cargo Loss/Damage Procedure

### Efficient Handling of Claims

In the unfortunate event that your cargo should be damaged or lost while it is in the care of Premier Logistics, you may have a claim against Premier Logistics as a Multimodal Transport Freight Forwarder.

Premier logistics would like to resolve any possible claim as accurately and as quickly as possible. In order to complete this task we will need your assistance with this process.

Your cargo is shipped under a Premier Logistics *“Bill of Lading”*. To register your claim, you will need this document.

- **The Premier Logistics bill of lading:** This is an important document as it is the written evidence of the contract between your company (the shipper or consignee) and Premier Logistics for the carriage of your cargo. The clauses of this contract are printed on the reverse side of your bill of lading. Please read the clauses carefully.

The following *“Claim Procedure”* explains each step you must take if you wish to file a claim against Premier Logistics. To ensure an efficient handling of your claim, we advise you to follow this procedure.

### Claim Procedure

- You need to report the loss or damage immediately upon taking delivery of your cargo. Whenever your shipment is insured, you should first contact your insurance company and report the loss or damage to them. Then notify Premier Logistics verbally within **24-hours** as well as following up this notification in writing by fax, email or U.S. Mail.
- Premier Logistics will put **“on notice”** the carrier who handled the transportation of this shipment after your notification has been received. This carrier notification is called a *“Letter of Intent to file a claim”* and it will reference all the details of your shipment for the carrier.
- The cargo in question must be photographed, showing the damage item (s) and the packaging must remain with the damaged cargo for the cargo surveyor to complete his survey.
- The extent and possible cause of the damage must be considered before submitting a fully documented claim with your insurance company – or Premier Logistics, if your cargo is not insured.
- A fully-documented claim should consist of the following documentation:
  - A: Premier Logistics/carrier *“Bill of Lading”* (proof of ownership)
  - B: Survey report (with color photo’s) showing the damage items with explanation
  - C: Cargo Invoice (showing value of cargo)
  - D: Statement of claim (claimed amount and cause of damage)
  - E: Disposal and/or Destruction Certificate or Proof of Salvage Value of Cargo

- When Premier Logistics receives the claim, we will acknowledge receipt and the claim will then be processed. Standard time for this process is 4 to 6 weeks depending on the circumstances of the claim.
- Premier Logistics will let you know our findings as soon as possible. The claim will be assessed according to its nature and the governing laws.

### Survey Report

A survey should always be made when one of the following conditions arise:

- Physical damage to the container – in which case, damage to the cargo is likely.
- Damage to, or loss of cargo is anticipated or established.
- When a seal is broken or tampered with.

A survey should contain the following information:

- Date and location of survey
- Date of delivery of cargo into the custody of the consignee
- Vessel's name, voyage number and/or the air carrier who transported the cargo
- Bill of lading, airway bill number and/or the Premier Logistics File Number
- Container number (s)
- Cargo description
- Background for survey held
- Accurate description of the survey process (cargo condition, container (s), ETC.)
- Extent of damage
- Probable cause of damage
- Color photos
- Conclusion

Whenever possible, you should invite your local Premier Logistics representative/agent to participate in a joint survey. Thus, the conditions for the survey are the same for both.

**Please Note:** *No claim can be settled until the responsible party has **PAID** all invoices pertaining to the shipment in question.*