

CLAIMS REPORTING PROCEDURE

In the unfortunate event that your cargo is damaged, possibly while being carried by Sea-Cargo, the following steps must be taken for your claim to be processed.

1. Notify your own cargo insurer

They may allow you to claim on your own policy and then they claim from Sea-Cargo.

This may mean that you receive your settlement quicker.

2. Mitigate any further losses

3. Notify Sea-Cargo

Use our online claims portal:

www.sea-cargo.no/claims

to provide the following information:

- a. Sea-Cargo waybill number
- b. Date of shipment
- c. Vessel name
- d. Sailing route
- e. Unit/cargo identification details
- f. Why you are holding Sea-Cargo responsible for the loss/damage
- g. Clear pictures of the damage - it is useful if these show the location and are time stamped

4. Once your claim is acknowledged you will also be asked to provide the following information/documents.

- a. The value of the cargo
 - b. The repair cost if applicable
 - c. A signed proof of delivery or collection. In the event of damaged cargo being collected from a shipping terminal, the collection note must be signed or acknowledged by someone from that terminal.
- The cargo must be available for inspection by Sea-Cargo or their representatives
 - Any settlement will be subject to our terms and conditions of carriage, which are based on Hague Visby Rules. This means that any offer you receive could be based on the weight of the cargo rather than the monetary value. This in turn could mean that you receive much less than the value of the cargo/cost of repair.

Sea-Cargo will endeavour to:

- Acknowledge your claim within 5 working days
- Settle your claim in an efficient manner, in accordance with our [terms and conditions of carriage](#)