How to file a transport claim – Service market

Table of Content

Contents

[1. Purpose 2](#_Toc95234372)

[2. Scope 2](#_Toc95234373)

[3. Transport cargo inspection 2](#_Toc95234374)

[4. Damage detection 2](#_Toc95234375)

[5. Claim handling principals 3](#_Toc95234376)

[6. Fixed minimum claim amount 3](#_Toc95234377)

[7. How to send a claim – general case 3](#_Toc95234378)

[8. How to send a claim - Specific case and/or major damage 4](#_Toc95234379)

[9. Non-transit claim 4](#_Toc95234380)

[*10.* Contact list 5](#_Toc95234381)

# Purpose

To outline the scope, procedure, and responsibilities regarding transport cargo claim management.

# Scope

Damage/loss caused during transportation of Service market spare parts all risk insurance coverage by Volvo Group, and transported under Volvo Group responsibility, delivered to final consignee.

# Transport cargo inspection

**Inspection of the Cargo**

For all kind of transport and all types of cargo, at each handover, a contradictory inspected between both parties should be performed. The *Cargo inspection guideline – transport handover* should be complied with.

**Delivery**

An empowered person at destination should receive each delivery. Cargo condition inspection can only be performed by the consignee representative designated and in presence of the delivering transporter/carrier.

**Inspection of the Cargo night deliveries and hidden damage**

For night deliveries, a written notification must be sent to the delivering carrier without delay but no later than 10 o´clock the following morning.

For hidden damage noted after the delivery, a written notification must be sent to the delivering carrier within 7 days from delivery. The written notification should contain description of the found loss and pictures to support, of both cargo and applicable packaging. Template *Letter of Protest* can be used for this notification.

# Damage detection

**Reservations**

Any deviations (damage/missing) found during the inspection of the cargo must be noted (reserve) at this point by the receiving party (consignee) and counter signed by the transporter (delivering) on the applicable consignment note. Each party needs to keep a copy each. In addition, document the damage by taking photos (both before and after loading if possible).

*Warning:*

*All visible damage, which are not contradictory noted (between consignee and delivering driver), may be denied.*

**Major losses**

For major losses, contact the appointed claim adjuster immediately!

Major losses and/or repair work estimated to exceed EUR 2500 / USD 3000 and/or hidden loss discovered after delivery.

*In case of a surveyor needed to be called out, we ask you to be of assistance and provide the asked for information to the surveyor.*

# Claim handling principals

Claim handling activity either carried out, by internal personnel or with bought claim-handling service, under the responsibility of Volvo Logistics Corporation.

Claim adjustment is performed in accordance with applicable Marine cargo insurance program terms and conditions.

# Fixed minimum claim amount

Claims below the fixed amount, as per below, will not be considered for administrative reason.

|  |  |
| --- | --- |
| VCE (consignee claimed) | € 0 |
| All BA consignee claimed | € 0 |
| Penta (Discrepancy team claimed) | € 100 |
| Volvo Truck (Discrepancy team claimed) | € 100 |
| Renault Truck (Discrepancy team claimed) | € 100 |
| Mack Truck (Discrepancy team claimed) | € 100 |
| Prevost & Nova (Discrepancy team claimed) | € 100 |

# How to send a claim – general case

**Claim documentation**

When claiming, all below documents needs to be sent to the claim adjuster.

* Consignment note / freight document (with noted reserves)
* Packing list
* Commercial invoice (incoterm, value & weight)
* Photos of the damage (including packaging material if applicable)
* Damage assessment report / Cost estimation of repairs

Depending on the nature of the claim, the claim adjuster might request additional documentation.

Should you lack any of the above inform the claim adjuster and you will be further guided.

**Terms**

The notice of claim must be sent to the claim adjuster as soon as possible, but no later than 7 days from delivery date.

**Claim approval / denial**

Claim adjuster will contact you as soon as possible (within 7 days) after receipt of the complete claim with either approval or denial. For repaired cargo, the repair and connected costs is considered for adjustment. For total loss cargo, the commercial invoice value is considered for adjustment.

**Payment after claim approval**

For approved claim, the claim adjuster will give a payment instruction (i.e., invoice address or bank transfer information).

**Scrapped parts**

In case of scrapped parts, specific instruction will be provided for each case by the claim adjuster.

# How to send a claim - Specific case and/or major damage

Make immediate contact with claim adjuster and you will receive instructions how to proceed.

In case of a surveyor needed to be called out, we ask you to be of assistance and provide the asked for information by the surveyor.

# Non-transit claim

*Please refer to warranty procedure*

# Contact list

 Global

* Claim agent Wesmans Scandinavia: E-mail: sweden.volvo@wesmans.com

North America

* Volvo Greensboro office: E-mail: Adm.cargoclaimsNA@volvo.com

South America

* Volvo Curitiba office: E-mail: guida.geara@volvo.com

|  |  |
| --- | --- |
| Wesmans Scandinavia AB(Global) | Contact: Reema JohnJärnbrotts Prästväg 2 421 47 Västra Frölunda, SwedenPhone: +46 728 85 38 18E-mail: Sweden.volvo@wesmans.com |
| PL Risk Management(Global) | Contact: Marie AndersonRisk management Dept. BE70210ARHK3SE-405 08 GothenburgPhone +46 739 02 64 22E-mail: marie.anderson@volvo.com |
| PL North America Risk management (Greensboro) | Contact: Adm.cargoclaimsNA@volvo.comRisk management, Dept. BE541337900 National Service Rd 27409 Greensboro North Carolina United StatesPhone: +1 336 3934595 / +1 336 3934056E-mail: Adm.cargoclaimsNA@volvo.com |
| PL South America Risk management (Curitiba) | Contact: Guida GearaRisk Management and Insurance dept. BE54824Av Juscelino K de Oliveira, 26 81260-900 Curitiba BrazilPhone: +55 41 3317432E-mail: guida.geara@volvo.com |