

VOLVO

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Volvo Group Trucks Production Logistics	Information		
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Claim handling procedure for Logistics Provider	1	RM18-1	1 (1)
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Marie Anderson, +46 31 322 64 22		2018-07-12	Open
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Reference to Volvo Group General Terms and conditions for Purchasing Logistics Service and applicable Service contract

The objective of this document is to ensure that all transit damage claims are dealt with efficiently and effectively, involving streamlined and speedy resolution.

1. Applicable for vehicles only; By ensuring that the VCR - Vehicle Condition Report – is accurate and complete and signed on every change of responsibility in the supply chain, the Carrier/Freight forwarder and Volvo will enable the ready identification of transit damage or other damage (e.g. warranty). *Sea-shipments excluded.*
2. The Carrier/freight forwarder shall ensure that the Vehicle/package is properly loaded and secured for transit, throughout its period of responsibility under the contract of carriage. Loose items included in the vehicle specification are to be compensated if missing.
3. Where a survey is carried out as part of the chain of transport, Carrier/Freight forwarder will ensure that the Vehicle/package is available for inspection at the relevant time and that any damage is noted by the surveyor. Cost of survey is a contractual issue but a Carrier/Freight forwarder is always entitled to commission a survey on its own behalf if considered necessary.
4. Volvo will receive notification of a transit damage claim from the consignee and will notify the Carrier/Freight forwarder of the claim and its nature in due course.
5. All claims will be supported by a price calculation. The contract will define any accepted limitations.
6. The Carrier/Freight forwarder will acknowledge receipt of a claim file within 7 days. The claim files will be handled in accordance with the applicable regulations and usual international practice including
 - a. After the notification mentioned of the claim, the Carrier/Freight forwarder advises his liabilities' underwriters and, when applicable, the concerned sub-contractors.
 - b. if necessary, Volvo will perform a survey and Provider and its insurers may take part in such survey or make their own survey. Provider shall revert in writing to Volvo within 2 days after such notification informing if it wish to take part in a joint survey or make its own. Joint surveys can be agreed.
 - c. Volvo's claim file is either handled by Provider or by his insurers depending on the amount of claim or deductible.
7. Upon approval of the claim, the claim will be paid by Provider within 60 days after the presentation of the final demand from Volvo as set out in the claim file.

Contact:

Name: Marie Anderson/or your local Risk Management contact

Phone: +46-31-3226422

E-mail: marie.anderson@volvo.com