**General procedure *Volvo group marine cargo insurance* *policy***

**Cargo claim instruction**

**Actions to be taken on arrival of damaged / Lost goods:**

* On arrival note the loss (damage / Lost) on applicable freight document (CMR, Bill of laden, airway bill or other such document).Sign and request the delivering party to sign. Keep a copy each!
* Document the damage by taking photos, both damage goods and packaging (incl. containers) when applicable.
* Notify the delivering carrier and/or its agent of the loss and hold them liable without delay. Enclosed to this instruction is a “Letter of protest” template which can be used for this purpose.

**Please note:**

* At night delivery remark of damage / lost goods as to be done without delay the following morning by notifying the carrier. Enclosed “Letter of protest” can be used for this purpose.
* Notify delivering carrier and/or its agent of any hidden (concealed) damage not discovered at delivery. Enclosed “Letter of protest” can be used for this purpose.
* On certain specific destination a VCR (Vehicle condition report) should be completed for built –up trucks and buses.

**Survey:**

* If the loss is estimated to exceed EUR/USD 3000 or if the loss was hidden (concealed) please call out a surveyor to assess the loss or contact Wesmans directly for assistance.

**Call out a surveyor:**

* Locate a local Lloyd’s agent: <http://agency.lloyds.com/map/> or contact [Sweden.volvo@wesmans.com](mailto:Sweden.volvo@wesmans.com)

*Survey fee is covered by the insurance, please include cost with claim*

**Presenting your claim:**

*Your claim for compensation must be supported by the following documents:*

* Repair cost, with material and labour specified. For total loss the commercial invoice value will be applicable.
* Commercial invoice incl. terms of delivery
* Freight document
* Copy of sent “Letter of protest” including any reply if applicable
* Weight of the damage / lost goods (if not stated on commercial invoice)
* Photos
* Survey fee and report, if applicable

*Your claim for compensation has to be sent latest 10 months from loss date.*

By mail: Wesmans Scandinavia AB

Forsta Langgatan 28B   
413 27 Gothenburg, Sweden:

By email: [sweden.volvo@wesmans.com](mailto:sweden.volvo@wesmans.com)

*After we’ve received your complete claim file, your undisputable claim will be handled within 7 days.*

|  |  |  |
| --- | --- | --- |
| **LETTER OF PROTEST** |  | Date: |
|  |  |  |
|  |  |  |
| To: |  |  |
| Carrier name: |  |  |
|  | | |
| Address |  |  |
|  | | |
| Postal code: | Postal address: | Country: |
|  |  |  |
| Fax nr. | Email: |  |
|  |  | |
|  |  | |

**Please be advised that damage / loss were found on arrival of below mentioned cargo, for which we hold you fully liable.**

Cargo damaged

Cargo lost

|  |  |
| --- | --- |
| Description of loss: | |
|  | |
| Description of the goods: |  |
|  | |
| Art. No. / chassis No. | Freight document/CMR/ Bill of laden No. |
|  |  |
| Vessel/Freight | Order No. |
|  |  |
| Place / Port of loading | Place / Port of discharge |
|  |  |

|  |  |  |
| --- | --- | --- |
| From: |  |  |
| Company name. |  |  |
|  | | |
| Address |  |  |
|  | | |
| Postal code: | Postal address: | Country: |
|  |  |  |
| Fax nr. | Email: |  |
|  |  | |
| Issuers name |  | |
|  | | |
| Date & signature |  | |
|  | | |
|  | | |