**How to claim transport damage and loss – Volvo grp bus brands**

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# PURPOSE

To outline the scope, procedure and responsibilities in regards to transportation cargo claim management.

# SCOPE/LIMITATION

Damage/loss occurring during transportation of finished vehicles, all risk insurance coverage by Volvo Group as per applicable INCOTERMS, delivered to final consignee.

# DELIVERY

Each new chassis/vehicle should be received by an empowered person at destination. Reception can only be done by a representative designated and in presence of the delivering transporter.

## Damage detection

### Inspection of the vehicle

For all kind of transport and all types of vehicles, at each handover, the vehicle must contradictory be inspected between both parties in accordance with “Transport handover – cargo inspection procedure”.

### Reservations

Once the vehicle is fully off-loaded/delivered by the transporter the inspection can start. All reservations must be made at this point by the receiving party (consignee) and counter signed by the transporter and/or delivering party.

The reserves noted have to be put down on the consignment note and countersigned by both parties. In addition the reserves should also be noted on the damage reporting document (VCR and/or similar) and signed by both parties.

Each party needs to keep a copy (consignment note & damage reporting document).

In addition all damages/deviations found are always to be documented by photos.

For transports were consignment note is not available at the handover point and/or a joint inspection could not be done, a substitute should be used (mainly for Port deliveries).

a) For sea shipments a cargo receipt/tally is commonly used – request a copy upon collection of the cargo.

b) Carrier/warehouse/compound issued damage reports are accepted – request a copy upon collection of the cargo.

c) Other local rules may exist and/or none of the above documentation was obtained – fill in a Letter of Protest – LOP (Letter of protest) and send to delivering carrier without delay. Keep copy and receipt that is has been sent.

*Warning:*

*All visible damages which are not contradictory noted at delivery will be rejected.*

### Hidden damage

For hidden damage noted after the delivery a written notification has to 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, both of cargo and applicable packaging. Template Letter of Protest can be used for notification.

For support contact your appointed claim office.

### Major losses

For major losses contact the appointed claim adjuster without delay!

Major losses and/or repair work estimated to exceed EUR 2500 / USD 3000

*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 will be done under the responsibility of GTO Production Logistics Risk management, either by internal personnel or with bought claim handling service. All claims will be adjusted 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.

|  |  |
| --- | --- |
| Volvo | € 100 |
| Nova | USD 100 |
| Prevost | USD 100 |

# How to send a claim

## General case

### Claim documentation

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

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

Depending on the nature of the claim, additional documentation might be requested by the claim adjuster.

### Terms

All complete files 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 will be considered for adjustment. For total loss cargo the commercial invoice value will be considered for adjustment.

### Payment after claim approval

For approved claim a payment instruction will be given by the claim adjuster (i.e invoice address or credit information).

### Scrapped parts

In case of scrapped parts specific instruction will be given for each case.

## 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 – Appointed Claim adjuster / claim agent

##  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

# Full contact details Claim adjuster / claim agent

|  |  |
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