**How to claim transport damage and losses - Volvo Grp Trucks 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 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 and they will assist.

### Major losses

For major losses contact the appointed claim adjuster without delay!

*Definition Major Loss = Category B & C according to 5.2 Repair classification – 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 principles

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

There is a fix minimum amount under which claims are not treated due to administrative reasons.

### European factories

|  |  |
| --- | --- |
| Renault Truck LCV Master France | € 23 |
| Renault Truck LCV Master Europe (excl. France) | € 33 |
| Renault Truck LCV Maxity | € 50 |
| Renault Truck HCV | € 100 |
| Volvo Truck | € 100 |

### Thailand factory

|  |  |
| --- | --- |
| UD truck | None |
| Volvo truck | None |

### North American factories

|  |  |
| --- | --- |
| Mack truck | USD 150.- |
| Volvo truck | USD 150.- |

### South American factory

|  |  |
| --- | --- |
| Volvo truck | None |

### Russian factory

|  |  |
| --- | --- |
| Volvo truck | Eur 100 |
| Renault Truck | Eur 100 |

### Japan factory

|  |  |
| --- | --- |
| UD truck | None |

### Australian & South Africa factories

|  |  |
| --- | --- |
| Mack Truck | None |
| Volvo Truck | None |

## Repair classification and damage assessment

The claim handling will be done according to the following classifications:

Class A / I: the vehicle can be repaired as a brand new vehicle.

Class B / II: the vehicle can be repaired but may be considered as a used vehicle.

Class C / III: the vehicle cannot be repaired. It’s considered as a wreck.

Refer to *Appendix A* for full details.

For Class A please refer to *Appendix B* for damage assessment guideline.

# How to send a claim

## General case *Repair classification A*

### Claim documentation

When claiming, all below documents needs to be provided. Please email your claim to appointed claim adjuster, *refer to contact list*.

* Consignment note / freight document (with noted reserves)
* Copy of damage reporting document (e.g. VCR, equipment sheet, VQC or similar)
* Photos of the damage
* Cost estimation of repairs

*Depending on the nature of your claim, additional documentation may 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 approvals invoice address and payment reference will be provided.

### Payment after claim approval

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

### Replaced parts

If parts have been replaced during repair work, the items must be kept at disposal 1 month after approval of claim.

## Specific case *Repair classification B & C*

Make immediate contact with claim adjuster (see contact) 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 to the appointed surveyor.

## Non-transit claim

*Please refer to each Brand warranty binder for further instruction.*

# Contact list per brand & delivery destination – *Appointed Claim adjuster / claim agent*

## Europe produced Renault Truck incl. LCV and Volvo Trucks

### *Renault Truck:* All destinations

* Claim agent Wesmans Scandinavia: E-mail: [Sweden.volvo@wesmans.com](mailto:Sweden.volvo@wesmans.com)

### *Volvo Truck*: All destinations

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

## Thailand produced Volvo and UD trucks

### *UD and Volvo Trucks:* Domestic Thailand destinations

* PL Thailand: E-mail: [nichapa.premvoravate@volvo.com](mailto:nichapa.premvoravate@volvo.com)

### *UD and Volvo Trucks* Export destinations

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

## North America produced Volvo and Mack Trucks

### *Volvo & Mack Trucks;* Domestic and export Canada

* PL Greensboro: [Adm.cargoclaimsNA@volvo.com](mailto:Adm.cargoclaimsNA@volvo.com)

### *Volvo & Mack Trucks:* Export Mexico

* PL Mexico: [Roberto.faz@volvo.com](mailto:Roberto.faz@volvo.com)

### *Volvo & Mack Trucks:* Export other destinations

* Claim agent Wesmans Scandinavia: E-mail: [Sweden.volvo@wesmans.com](mailto:Sweden.volvo@wesmans.com)

## South America produced Volvo Trucks

### *Volvo trucks;* All destinations

* PL Curitiba: [guida.geara@volvo.com](mailto:guida.geara@volvo.com)

## All other factories

### *Local set up, various contacts.*

# Full contact details Claim adjuster / claim agent

|  |  |
| --- | --- |
| Wesmans Scandinavia AB | Team leader: Reema John  Address:  Forsta Langgatan 28B  423 27 Gothenburg, Sweden  Phone: +46 72 885 3818  E-mail: [Sweden.volvo@wesmans.com](mailto:Sweden.volvo@wesmans.com) |
| PL Thailand Risk management | Contact: Nichapa Premvoravate  Risk management Dept. BE56650  42/5 Moo 7, bangna-Trad Km.26, 10540  10540 Samutprakarn, Thailand  Phone: +66 201 89482  E-mail: [nichapa.premvoravate@volvo.com](mailto:nichapa.premvoravate@volvo.com) |
| PL North America Risk management (Greensboro) | Contact: [Adm.cargoclaimsNA@volvo.com](mailto:Adm.cargoclaimsNA@volvo.com)  Risk management and Insurance, Dept. BE54133  7900 National Service Rd 27409 Greensboro  North Carolina United States  Phone: +1 336 3934595 / +1 336 3934056  E-mail: [Adm.cargoclaimsNA@volvo.com](mailto:Adm.cargoclaimsNA@volvo.com) |
| PL South America Risk management (Curitiba) | Contact: Guida Geara  Risk Management and Insurance dept. BE54824  Av Juscelino K de Oliveira, 26  81260-900 Curitiba Brazil  Phone: +55 41 3317432  E-mail: [guida.geara@volvo.com](mailto:guida.geara@volvo.com) |
| Japan domestic | Local set up |
| Russia domestic | Local set up |
| Australia domestic | Local set up |
| South Africa domestic | Local set up |
| Mexico domestic | Local set up |

# Appendix A: Repair classifications

|  |  |  |
| --- | --- | --- |
| ***CATEGORIES*** | ***VEHICLE SALES*** | ***REPAIR WORK*** |
| A | New Vehicles | * straightening or replacement of detachable and removable body parts or units (welding and/or filling operations are strictly forbidden) * on non-removable "polyester" parts, bonded together or directly to the metal structure, when the part is entirely replaced * Painting of entire parts not requiring sanding to the underlying metal sheeting, on a surface 30 % greater than the entire part. |
| B | Used Vehicles | * needing replacement of non-removable body elements or parts of body elements * involving welding, filling (using tin only) * partial repair to "polyester" elements, with separate bonding and eyelets * repainting of entire non-removable elements needing sanding to the underlying metal sheeting, on a surface 30 % greater than the entire element * needing to be straightened on the chassis "bench" * needing replacement of large parts (outside category A) |
| C | Wreck | * for which the cost for reconditioning is equal to or exceeds 70% of the commercial value of the vehicle. |

# Appendix B: Damage assessment guideline

*All deviations must be clearly visible at 1 meter / 3 feet distance and 30 degree angle from eye to deviation in question, in order to be considered.*

|  |  |
| --- | --- |
| ***TRANSIT DAMAGE*** | ***NON TRANSIT DAMAGE*** |
|  |  |
| **H.1 Exterior surface of painted panels incl. bumpers, spoilers etc.** | |
|  | |
| Scratches | Scratches that can be rectified by polish/touch up\* |
| Dents with signs of impact | Slight waves and dents without sign of impact |
| Paint-chips | Dirt in paint, paint run, thin paint.  Residue of glue, sealing.  Paint chips on panel edges (except doors). |
|  |  |
|  |  |
| **H.2 Exterior surface glass, mouldings, fuel tank and non-painted parts** | |
|  | |
| Broken or cracked windows/rear-view mirror | Damage that can be rectified by polish or cleaning |
| Other damage with traces of external influence which must be rectified by replacing the component. | Distortion in surface structure of the component |
| Scratch/paint chip | Scratches/paint chips requiring polish/touch up |
| Damaged or dented fuel tank  Rust, if caused by insurable incident | Minor damages with no impact of the functionality of the fuel tank  Rust on the chassis |
|  |  |
| **H.3 Tyres and rims** | |
|  | |
| Puncture, flat tyre with external evidence (bolt, screws etc.) and tyre flat spots | Flat tyre due to malfunction of the valve |
| Deep or severe damages affecting the tyre structure | Scratches located inside the rime edge and close to the sidewall of the tyre. |
| Deep scratches, cuts or severe chafe marks to the tyre sidewall affecting the tyre structure | Chafe marks at tyre surface  Chafe marks from roller tests. |
| Severe damages, deep cut to tyre tread surface | Normal tyre wear |
|  |  |
| **H.4 Hidden surfaces and interior trim** | |
|  | |
| Dirt, oil, grease or similar to the interior.  Other damage caused by break-in or vandalism. | Normal travel stain, dirt, oil, grease or similar that can be rectified by cleaning the interior other than drivers side not caused by break-in or vandalism |
| Water leakage caused by not properly closed windows, doors, sunroof or lids | Water damage caused by bad sealing |
| Damage on the undercarriage and spoilers, with traces of external influence |  |
| Theft of audio equipment, wipers and other permanently mounted equipment incl. spare wheel, jack, toolkit, wheel chocks, keys, rotating beacon, battery and reversing camera | Missing equipment not verified from first handover to carrier noted on equipment card, VQC and/or other verification document. |
| **H.5. Cleaning** | |
|  | |
| Contamination by oil, grease, rust stains and saltwater | Normal travel stain |

*\*do the “wet finger”-trick: if you go over the scratch with a wet finger and the scratch disappears, the*

*Scratch can be removed by polish or touch up = non-transit damage*