

In case of damage, please pay attention to the following:

1. Never acknowledge guilt or liability personally or promise payment or agree upon any settlements before you contact Meijers.
2. In case of sub carriage (shipping) please hold the actual carrier liable in writing and send a copy to Meijers.
3. Advise the cargo owner to also notify their own marine cargo insurance.
4. In case of theft, immediately report this to the police.
5. If you have been contracted as a forwarding agent [forwarder], we request you to immediately inform your client.
Please send them copies of the waybill and other relevant documents (possibly accompanied by a forwarder's statement).

1. Company details

Company name

Contact person

Address

E-mail

Telephone number

2. Claims details

Shipment date (B/L)

Claim estimate

Weight shipment

Transport route

From:

To:

3. Contractual position

Cargo owner

Client name

Please inform us about your position of liability:

Forwarding agent [forwarder] Actual carrier Contractual carrier

Warehouse service provider Stevedore

Other

Applicable conditions

AVC CMR Fenex LSV General Terms and Conditions

Other

If there is a specific contract with cargo owners, please attach the contract.

4. Loss during the course transport

Transport modality

Road Rail Air Inland waterways By sea

Truck registration number

Ship name

Flight number

Was there a sub-contracted carrier?

No Yes, name and address of carrier _____

If sub-carriage is applicable, we would also like to know their name and address.

5. Loading details

When, where and from whom did you accept the shipment (name and address):

How was the cargo loaded?

Who loaded and / or stowed the cargo?

Did you receive a waybill?

Yes No

Did you sign for sound receipt of the goods?

Yes No

6. Unloading details

Was damage detected upon delivery?

Yes No

If so, what was the damage and by whom was it determined?

Which goods have been damaged or are missing?

What does the damage consist of?

When, where and to whom was the cargo delivered?

Did the consignee make a remark on the waybill

Please send us the proof of delivery signed by the consignee.

7. Damage during storage

Has damage been detected during storage under your management?

Yes No

If yes: which storage conditions are applicable?

8. Cause of damage

The cause of the damage is:

9. Liability claim

Did you receive a liability letter?

Yes No

If yes, please send us a copy.

Did you – if relevant – hold the sub-carrier liable?

Yes No

If yes, please send us a copy of the claim;

If not, please hold the sub-carrier liable in writing as soon as possible.

10. Attach documents

In order for further handling of your claim, we would like to receive the following:

- Waybill / Bill of lading.
- Correspondence received from the cargo owner (including liability letter).
- Correspondence with sub carriers.
- Transport order + confirmation and if relevant your invoice.
- Transport order + confirmation from the sub carrier to you.
- Or any other relevant documents that refers to your terms and conditions so that we can determine your liability position.