

## Cargo claims

Cargo claims: Did your cargo suffer damages during transport with Eimskip? Please find below directions on how to communicate with Eimskip.

First reaction: In case customers of Eimskip do receive damaged cargo or in case there are shortages it is important that an exception be made accordingly and that this be noted on the receipt for the cargo. It is possible that damages or shortages will not become apparent until after the cargo has been transferred into the care of the receiver. In that case it is important that a notice in writing be delivered to Eimskip within three days from delivery. Such a notice should include information of the vessel in which the cargo has been carried, the voyage number or date, the number of the Bill of Lading or Sea Waybill, identification of the container, information on the loss or damage and estimate of the amount of the loss. Such notice should be sent to Eimskip's local office, in Reykjavik to the Insurance and Claims Department at Sundaklettur, fax number +354 525 7309, E-mail address [tjon@eimskip.is](mailto:tjon@eimskip.is). If the loss or damage appears to be of a serious nature, notice of that should be sent to the nearest office of Eimskip, or to Eimskip's head office in Reykjavik, Insurance and Claims Department, tel. +354 525 7300, by fax to +354 525 7309 or by E-mail to [tjon@eimskip.is](mailto:tjon@eimskip.is). This is important to enable the company to decide whether to call in an independent surveyor on its behalf. At the same time it is important that the cargo owners notify their cargo insurers and request them to inspect the cargo and estimate the amount of the loss or damage. In case cargo has not been insured by the cargo owners they must decide whether it is necessary for them to have an independent surveyor attend on their behalf. It must be borne in mind that each survey report is solely intended for the principal who has requested the survey.

Claim: In case the loss or damage is not covered by a cargo insurance bought by the cargo owners a formal claim should be sent as soon as possible to Eimskip, Insurance and Claims Department, after the extent of the loss or damage has been ascertained. Claims should be sent to:

EIMSKIP, Insurance and Claims Department, P O Box 220, 121 Reykjavik.

The following documentation is necessary in support of a cargo claim:

A formal claim, where the loss is described briefly and the amount of the claim is set forth.

A copy of the Bill of Lading or Sea Waybill, as applicable.

A copy of sellers' invoice and packing list.

A copy of a survey report issued for the cargo owner, if applicable.

A copy of a receipt for the cargo with any exceptions noted on receipt. In case of a shortage from an FCL-container the receipt must include the identification number of the container and the seal number, especially if this proved to be different from the original seal number. In case of a shortage the number or other identification marks of the parcel or unit which has been short delivered should be included, as well as any further description of the type of packing and type of goods involved.

Photos of damaged cargo or container if available.

In case of damage to goods which it proved impossible to sell at a reduced price, confirmation of the destruction of the goods must be included. In case it was possible to sell the goods at a reduced price, such value must be deducted from the claim amount. Cargo owners are obligated to mitigate their loss by seeking all available means to salvage the cargo.

On receipt of necessary documents and proof of loss or damage, Eimskip will without delay assist their customers in solving their claims for loss of or damage to cargo during transport or storage with the company.

Further information can be obtained by phone if you call us at +354 525 7300 or by sending an E-mail to our Insurance and Claims Department.