

Notice of loss or damage

Purpose of this form is to assist you in reporting cargo loss / damage incident. It is required that you fill in this form and submit it to the Claims department of Seatrade (legal@seatrade.com) as soon as possible. General rule is that proper notification should take place before or at the time of removal of the goods into the custody of the person entitled to delivery thereof. If loss or damage is not apparent, notification should be submitted within 3 days. On the basis of the information included in this form Seatrade conducts investigations in respect of extent and cause of the damage. It is therefore highly important that you fill in this form accurately and in detail. Seatrade reserves rights in respect of non-reporting of the facts relevant to investigations. For all other questions in connection with the claims process you should consult the Seatrade Guide to Claims Handling, which can be found on the Seatrade website.

1. Contact details of the claiming party

(a) Company	
(b) Contact person	
(c) Email address	
(d) Telephone number	
(e) In which capacity you act (Shipper, Consignee, surveyor, etc.)	
(f) Address of the premises where affected cargo is currently located	
(g) Contact details of the survey company appointed by Cargo Interests	
(h) Other	

2. Specifications of alleged damage

(i) General information

(a) Name of the vessel	
(b) Date of vessel arrival	
(c) Date and time when cargo was discharged from the vessel	
(d) Type of cargo	
(e) Brand/mark of cargo	
(f) Port of loading	
(g) Port of discharge	
(h) Number of the Bill of Lading or Sea Waybill	
(i) Compartment, from which the damaged cargo was discharged	
(j) Location of the damaged cargo in the compartment (forward, aft, port, starboard side)	
(k) Nature of the damage (temperature, oil, physical damage, etc.).	
(l) Extent of the damage (how many pallets/cartons affected)	
(m) Estimated value of damaged/lost cargo (per carton)	
(n) Required cargo handling: sorting, repacking, etc.	
(o) Other	

(ii) For containerized cargo. If cargo damage is discovered during unloading of the container, unloading operations should be stopped and Carrier should be called for survey

(a) Container number	
(b) Reefer or dry container	
(c) Date, time and location where stuffed container with cargo was delivered to Cargo Interests premises	
(d) Date, time and location where container was unstuffed	
(e) Temperature and ventilation settings of the received container	
(f) Condition of drains (opened or closed)	
(g) Presence of any visible damage to container, which could relate to cargo damage	
(h) Other	

3. Extra documents to be provided, if and when available

(a) Copy of the Bill of Lading or Sea Waybill
(b) Pictures of the damaged cargo & pictures showing position of cargo in vessel compartments and in containers
(c) Copy of the commercial invoice of the cargo
(d) Temperature data logger if available
(e) Other