



1 (866) 289-8198 www.itnworldwide.com

Claim Number _____
 Numero de Reclamo _____

HOW TO SUBMIT THIS FORM

1. Save a copy of this form to your computer.
2. Open the copy you saved and fill out **ALL INFORMATION** or we cannot process the form.
3. Print the form out and sign the form.
5. Fax the signed form to 305-423-4681 or 305-423-4464
6. Questions? 1-866-289-8198

OCEAN CARGO CLAIM RECLAMACION DE CARGA

Date _____ Claim Number _____ Route _____
 Fecha _____ Numero de Reclamo _____ Ruta _____

Shipper
 Embarcador _____

Address _____ State _____
 Dirección _____ Estado _____

Zip _____ Country _____ E-mail _____
 Código Postal _____ País _____ Correo Electrónico _____

Consignee
 Consignatario _____

Address _____ State _____
 Dirección _____ Estado _____

Zip _____ Country _____ E-mail _____
 Código Postal _____ País _____ Correo Electrónico _____

Quantity Cantidad	Description of Articles Descripción de los Artículos	Detailed reason for claim Razon detallada del reclamo	Amount Monto
TOTAL AMOUNT OF CLAIM			
MONTO TOTAL DEL RECLAMO			

Documents Enclosed
 Se Adjuntan los Documentos

Airway Bill _____
 Guia _____

Invoice _____
 Factura _____

Claim Letter _____
 Carta de Reclamo _____

Messages _____
 Mensajes _____

Manifest _____
 Manifiesto _____

Damage Report _____
 Certificado Averia _____

Other _____
 Otros _____

Weight as per AWB _____
 Peso Segun Guia _____

Weight Received _____
 Peso Recibido _____

Difference in Weight _____
 Diferencia en Peso _____

If applicable check should
 be made payable to: _____

En caso que proceda debe ser emitido a: _____

The undersigned hereby certifies that the forgoing statements are true and correct.
 El que suscribe certifica que los datos son fieles y correctos.

Date _____
 Fecha(MM/DD/YYYY) _____

Company _____
 Compañia _____

Signature _____
 Firma _____

CLAIMS PROCEDURES FOR OCEAN FREIGHT

The Carriage of Goods by Sea Act (COGSA) 46 U.S.C. App. 1300 et seq. was adopted by the United States in 1936 from The Hague Rules to govern the rights and responsibilities of carriers and shippers of goods by sea. Unlike the Warsaw Convention for international air transport, COGSA does not defeat a claim for failure to provide timely written notice.

COGSA applies "by force of law" from the time the goods are loaded on board the ocean carrier to the time they are discharged from the vessel. This period has often been referred to as "tackle to tackle", referring to the ship's unloading equipment. However, bills of lading from most ocean carriers extend the period of applicability "by force of contract" from the time of receipt, until delivery.

Written Notice of Loss:

The written notice of loss must be provided to the carrier or carrier's agent at the port of discharge. If the loss or damage can be readily seen, the written notice must be provided before or at the time of removal of the goods into the custody of the person entitled to delivery. If the loss or damage is not apparent, written notice must be given to the carrier or carrier's agent within three (3) days of delivery. Failure to provide such notice is not fatal to a claim, but it does create a presumption that the goods were delivered in good order & condition. On failing to give timely notice, a claimant must then overcome the burden by demonstrating that the damage occurred before delivery.

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[Why Such A Short Time?](#)

1. The carrier must be given an opportunity to investigate the circumstances of the loss or damage;
2. To avoid fraudulent claims.

FILING AND OCEAN CARGO CLAIM

Make immediate inspection of each package before signing delivery receipt. Take proper exceptions on the delivery receipt in respect to all loss or damage existing at the time of taking delivery. It is most important that exact exceptions be taken in writing on the delivery receipt as to the conditions of the consignment and a copy of the delivery receipt must be retained for your claim file. Take photographs where applicable. Contact a surveyor to assess the loss/damage immediately. The consignee should promptly notify a surveyor as soon as loss or damage is discovered. The consignee should refer to the back of the original certificate or call the Insurance company for a surveyor in their area. They may also use any surveyor who is approved by Lloyd's of London or the American Institute of Marine Underwriters. Surveyors are neither settling agents nor affiliated with the insurance company. Rather they are independents who report the facts to the insurance company and have the responsibility to determine the amount of loss. Usually the insurance company will pay surveyors directly for their services. However, in situations where a surveyor requires up-front payment, the insurance company will reimburse the claimant. Contact the Insurance Company immediately. In addition, a letter notifying the Insurer of the claim is required.

Verify that the seal numbers on marine containers match the document numbers. Also be alert when a seal is broken to the possibility that cargo may have been pilfered. Retain all products and packing until you are advised otherwise by the Insurance Company.

Notify delivering carrier of any shipment damage immediately and have a representative come out to inspect and write a damage report. Write to all carriers placing them on notice of claim. There are statutes of limitation to notify the carrier of loss, damage, or non-delivery. Retain all copies of the shipping documents. Generally the following documents will be required to settle a claim:

1. Proof of Insurance: Declaration Form or Original Certificate
2. Commercial Invoices
3. Non-negotiable copy of bill of lading or air waybill (front and back)
4. Claim Statement (an itemization of loss/damage claimed).
5. Copy of letter(s) to carrier(s) giving notice of claim.
6. Carrier's reply(s) if any.
7. Delivery receipts with exceptions noted.
8. Photographs (when applicable).
9. Survey report (when applicable).
10. Packing List.
11. Repair estimates (when applicable)

Additional documents may be requested at a later date.