

Claim Documents:

1. Claimant's First notification of claim/ Claim Letter (Consignee or Shipper)
2. Copy of Air Waybill (Master and House Air Waybill)
3. Commercial Invoice
4. Packing list
5. Cargo Damage Report (DMC) if any
6. Survey Report (if damage value exceeds USD 2,000.00)
7. Authorized Letter by agent
8. Subrogation receipt (Third Party/ Insurance/ Law Firm)
9. Others (i.e. salvage costs, repair value)

How to submit claim file

1. In case of damage, including partial loss (pilferage)

Claimant (consignee or agent) can file claim against carrier by submitting claim documents to cargo sales manager or representative at Destination.

(at the latest within 14 days from the date of receipt of the goods)

2. In case of delay

Claimant (consignee or agent) can file claim against carrier by submitting claim documents to cargo sales manager or representative at Destination.

(within 21 days from the date the goods were placed at the disposal of the person entitled to delivery, i.e. from the date of the consignee has been advised of the arrival of the goods)

3. In case of total loss

Claimant (shipper or agent) can file claim against carrier by submitting claim documents to cargo sales manager or representative at Origin.

(120 days after the issuance of the Air Waybill)

Please submit your claim documentation to our sales office at your local area.