

Cargo Claim Process

Notice of claim

Note : Under the Montreal Convention, the person entitled to delivery must send the notice under time limit to file a Notice of Claim

Damage cargo – within 14 days of receipt of Damage/cargo.
Delay cargo – within 21 days from the date when cargo has been placed at the disposal of the person entitled to delivery.
Lost cargo – within 120 days to give notice in their conditions of contract carriage.

BANGKOK STATION

Claim Document Requirements:

- * Claimant's Letter
- * Authorized Letter by Shipper/Consignee/Agent
- * MAWB
- * HAWB
- * Commercial Invoice
- * Packing List
- * Delivery Slip or P.O.D
- * Others (If required)

OVERSEA STATION

Claim Document Requirements:

- * Cargo claim Report (CCR)
- * Claimant's Letter
- * Authorized Letter by Shipper/Consignee/Agent
- * MAWB
- * HAWB
- * Commercial Invoice
- * Packing List
- * Delivery Slip or P.O.D
- * Others (If required)

BKKNA-B3

Attention: Cargo & Mail Claims & procedure Division

E-mail: bkknab3@thaairways.com

Tel: +66 2 137 - 4162