

## **GOLDEN RULES IN CASE OF DAMAGES ON YOUR IMPORT CONTAINER**

**DISCLAIMER : CONTRA SPA HAS NO LIABILITY WITH REGARD TO THE CONTENT OF THIS DOCUMENT HAVING NO LEGAL VALIDITY . THIS IS NOT A LEGAL ADVICE BUT IT IS JUST A NUMBER OF TIPS AND SUGGESTIONS BASED ON OUR GAINED EXPERIENCE.**

**IMPORTANT . MAKE SURE/INSTRUCT YOUR TRUCKER AT THE TIME HE PICKS IT UP FROM THE SHIPPING LINE CONTAINER YARD, CAREFULLY CHECKS THE CONTAINER EXTERNAL CONDITIONS AND SEAL NUMBER MATCHING WITH THE ONE SHOWED ON THE PAPERWORKS**

### **CASE A)**

IN CASE CNTR OR CARGO STOWED IN IT APPEARS TO BE DAMAGED (HOLES , CUTS, DENTS , CRACKS ON THE CNTR WALLS,LEAKAGE OF PRODUCT)

OR

THE SEAL NUMBER DOES NOT MATCH WITH THE ONE SHOWN ON THE DOCUMENTS

THEN

- 1) DO NOT WITHDRAW THE CNTR FROM SHIPPING LINE TERMINAL AND IMMEDIATELY CONTACT OUR OFFICE TO RECEIVE SPECIFIC INSTRUCTIONS
- 2) IMMEDIATELY SEND A MESSAGE OF CLAIM (BY FAX/EMAIL RIGHT AWAY AND THEN BY REGISTERED MAIL IF THE CASE) TO THE SHIPPING LINE ,DESCRIBING THE CNTR CONDITIONS AND HOLDING THEM RESPONSIBLE FOR ANY DAMAGE OR LOSS WHATSOEVER.

IF, FOR ANY REASON, THE CNTR MUST BE PULLED OUT OF THE YARD (WHICH WE STRONGLY ADVISE AGAINST IF NOT NECESSARY), MAKE SURE THAT THE AFORESAID CNTR OR CARGO DAMAGES ARE DULY REPORTED IN WRITING ON THE DELIVERY ORDER, THE INTERCHANGE FORM OR ANY OTHER DOCUMENT OR FORM YOUR TRUCKER IS REQUIRED/OBLIGED TO SIGN AS A PROOF OF WITHDRAWAL.

**CASE B) : THE DAMAGE/DISCREPANCY IS NOTED ONLY AFTER THE CNTR ARRIVES AT YOUR WAREHOUSE**

- 1) DO NOT SIGN ANY PROOF OF DELIVERY OR OTHER DOCUMENT SURRENDERED BY THE TRUCKER UNLESS YOU ALSO ENTER ON THE DOCUMENT YOUR REMARKS REGARDING THE CNTR/CARGO BAD CONDITIONS
- 2) IMMEDIATELY CONTACT US AND SEND TO THE SHIPPING LINE AND TO YOUR INSURANCE COMPANY A NOTICE OF CLAIM (BY FAX/EMAIL AND THEN BY REGISTERED MAIL IF THE CASE) ,DESCRIBING THE CNTR CONDITIONS, INVITING THEM TO ATTEND A SURVEY TO BE MADE IN SHORT TERMS AND HOLDING THEM RESPONSIBLE FOR ANY DAMAGE OR LOSS WHATSOEVER.
- 3) DO NOT DEVAN THE CNTR UNLESS IN THE PRESENCE OF A SHIPPING LINE REPRESENTATIVE AND AN INSURANCE COMPANY REPRESENTATIVE (IF CARGO COVERED BY INSURANCE) OR NOMINATED SURVEYOR .

**BOTH CASE A) AND CASE B) REQUIRE A SURVEY TO BE SET UP IN ACCORDANCE WITH ALL THE PARTIES INVOLVED.**

FOLLOWING DOCUMENTS ARE USUALLY REQUIRED IN ATTACHMENT TO ANY INDEMNITY APPLICATION

- A) INSURANCE CERTIFICATE DULY ENDORSED,
- B) COMMERCIAL INVOICES + PACKING LISTS IF ANY
- C) 1 ORIGINAL BILL OF LADING
- D) SURVEY REPORT OR ANY OTHER STATEMENT/EVIDENCE SHOWING GOODS AND CNTR STATUS.
- E) LADING ACCOUNT AND WEIGHT NOTES AT FINAL DESTINATION
- F) ANY CORRESPONDENCE EXCHANGED WITH THE CARRIERS AND /OR OTHER PARTIES REGARDING THEIR LIABILITY FOR THE LOSS/DAMAGE.

**NOTE : FAILING IN COMPLYING WITH ABOVE INSTRUCTIONS MIGHT GIVE RISE TO THE FORFEITURE TO ANY RIGHT TO COMPENSATION**

FOR FURTHER INFORMATION PLEASE CONTACT US