

Claims Procedures

Basic requirements

In order to submit and administer a claim either yourself or on your behalf, the following mandatory information is required. Some of the information may be available on file but in order to prevent confusion and misunderstandings, the following needs to be supplied in writing, either by letter, fax or e-mail by the claimant within **14 days** from date of flight:

Documentation **shipper** to submit/provide

- AWB
- Commercial invoice
- Packing list
- Bill of Entry / DA
- Health certificates, sanitary documents, customs documents
- Photos of outgoing cargo - in the event of pilferage/loss to compare with arrival photos
- Signed Cession
- Credit note / Price claim invoice if consignee cannot produce same
- Information about involvement of insurance companies or other parties

Documentation **consignee** to submit/provide

- Letter - Written complaint of discrepancy on letterhead – **NB – to be submitted first thing**
- Copy of the MAWB/HAWB and or Transfer Manifest endorsed with discrepancy
- Health certificates, sanitary documents, customs documents
- Discrepancy/ irregularity report by GHA
- Temp recorder readings/print outs
- Delivery documents, statements of fact, notification of damage – cargo delivery slip/POD issued at the time of delivery (if any)
- QC report
- Survey report
- Survey invoice – cost of survey – is claimable from carrier
- Destruction certificate – when cargo destroyed
- Destruction invoice - is claimable from carrier
- Proof of salvage sale proceeds
- Price claim invoice
- Photos upon arrival of:
 - unit before broken down – in the event of pilferage/loss to compare with departure photos
 - damage sustained
 - temperature readings
- Information about involvement of insurance companies or other parties
- Settlement Draft: Proof of payment to ultimate consignee
- Signed Cession - will be provided for signature

- In instances where an agent or consignee is hindered / prohibited from endorsing the AWB by said agent or servant of carrier – obtain name, surname, designation of person prohibiting it and note the date and time thereof.
- All claims are always subject to proof of value. In addition to the mentioned information it is **imperative** that documentary evidence in the form of a Suppliers Invoice, stipulating the cost price of the goods, independent loss adjuster's report, and destruction certificate be submitted in substantiation of the amount being claimed.
- In order to substantiate the claim amount, have a loss adjuster assess the loss/damage and furnish a report of the findings.
 - All shipper built units are to be photographed when leaving the facility and also upon arrival at destination
 - Please take note of any proof of tampering – i.e. proof of where the units were opened and re-closed after the removal of boxes/pieces
 - Where in doubt, please liaise with departure station and compare photos in order to substantiate claim(s)
 - Please ensure photos taken include readable/visible AWB numbers in the photos.
- Should the cargo have to be destroyed, please obtain a destruction certificate.
- If the cargo can be sold at i.e. a lower price/local market in order to minimize the loss suffered, proof of such sale/recovery is to be forwarded for submission to the airline.
- The claimant may include in the price claim amount the survey fees and destruction costs.
- Furthermore, certain frequently claimed for items are not permitted i.e. loss of turnover, phone calls, extra transportation costs etc. These items are considered to be consequential by nature and the carrier/agent is not liable for such like items. Freight charges are deemed fully earned and Airlines in most cases refuse to consider refunds. Since they decide on their own liability, there is not much that can be done in this regard.
- Should the carrier require a Cession of Rights, the said document will be forwarded for completion by the relevant party.