

## CLAIMS INSTRUCTIONS

*In order to proceed with the claim settlement, we kindly ask you to provide us with the following documents:*

- *claim form duly completed*
- *copy of Airway Bill or Bill of lading*
- *copy of the packing List (issued by the packers)*
- *copy of the delivery note signed "with reserve"*
- *photographs of the damaged items (beyond repairs)*
- *estimates of the repairs costs of the damaged items (if repairable)*
- *any correspondence which indicates if any steps have been taken to recover/trace the missing items/boxes.*
- *any other documents and/or declarations from the Shippers in support of the claim.*

*The claim form is herewith attached. Please complete in each part.*

*The survey report from the insurance Adjuster is required just in case of amounts claimed beyond US\$ 2,000.00. We can provide you with the name and address of the nearest location, if necessary. The Surveyor's fees will be refunded at the settlement of the claim. Please note that the Adjuster can require to be provided with the above documents (shipping documents, estimates of repair costs ect.).*

***Important: the insurance does not cover the first US\$ 100.00 for any claim and the time limit for the submission of the claim form and attachments is established at six months from the delivery date.***