

Suspicion of damage? Procedure:

Immediate Measures / Notification

How do I have to proceed - What do I have to pay attention to?

1. Immediately check the goods for any damages

If you even suspect that damage has occurred, only sign for receipt of goods with reservations by making a note of the suspected damage on the delivery receipt.

2. Ensure rights of recovery against third parties

Shipping or railway companies, postal services, trucking companies, other transporters, forwarding agents, warehouse owners, customs and port authorities

- in case of visible damages: before accepting the goods
- in case of concealed damages: upon discovery of the damage, but at the latest before expiry of the stipulated period for complaints
- **Claim period 3 days after receipt of goods**

What and how

- hold them liable for the damage in writing
- invite them for a joint survey of the damage
- ask for a written confirmation of the damage

3. Contact your broker immediately

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CH-8406 Winterthur
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marineclaims@rieter.com

For claims estimated to exceed CHF 5,000.00, a survey must be carried out by the local surveyor. Contact the above broker for the name and address of the appropriate surveyor in your region.

4. Preserve the condition of the goods / packaging

Preserve the condition of the goods as well as the packaging until the surveyor has arrived, unless urgent loss reduction measures are necessary.

Documentation

Which documents does the insurer need?

1. Send complete claims documentation to broker

- claims invoice on your company's headed paper
- original insurance certificate (if issued)
- original report by the surveyor
- original freight documents (e.g. B/L, AWB, CMR, or rail-way consignment note)
- copy of supplier's commercial invoice
- copy of packing list, if available, or other documents listing the number of packages and the size and weight
- copy of your letter to the last carrier holding him liable for the damage
- copy of the carrier's reply

2. Repair costs

The repair of a damage covered under your insurance policy must be at cost price, excluding any profits. Therefore, reasonable hourly rates and original costs are applicable.

3. Issuing a claims invoice

The following information should be evident from the claims invoice:

- reference: means of transport, number and date of AWB or B/L, journey (from / via / to), quantity and type of goods, date and kind of damage
- claims amount, quantity of missing goods, repair costs, if available: details of claims calculation, extra expenses, if any, total amount of the claim
- your banking details: name, address and account number

4. Photos

In case no surveyor is brought in, photos will be more conclusive than a long report.

Further Course of Action

Coordination of survey appointment with surveyor and damaging / third parties

Make an appointment with the surveyor indicated by the broker / insurance company and invite the damaging / third party for a joint survey of the damage.