



**Ocean Cargo Claim Form**

**Date:** \_\_\_\_\_

**Claimant:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Shipment Type:** Export /  Import

Is this shipment LCL or FCL? \_\_\_\_\_

Is this shipment on a Troy Container Line bill of lading or an agent's bill of lading?

\_\_\_\_\_

**Cargo is insured by:** Shipper  / Consignee  / Freight Forwarder

Bill of Lading Number / Booking: \_\_\_\_\_

This form is to notify Troy Container Line of a claim in the amount of US\$\_\_\_\_\_ for damaged or lost freight on this shipment. The shipment details are as follows (please provide damaged shipment details)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attached are supporting scanned documents:

- 1) Pictures of how cargo was received preferably with dates digitally embedded
- 2) Copy of BL/s both sides legible
- 3) Signed delivery order noting damaged freight.
- 4) Any survey report and notification to any other party (including TCL agent).
- 5) Insurance Certificate of party that insured the freight.
- 6) Commercial Invoice / Packing List
- 7) Any other support documents e.g. EIRs (Equipment Interchange Receipts)

**Note: Concealed damage is not entertained due to the inability to determine where damage took place.**

**Note: All freight charges must be paid before any claim can be considered.**

## Claim SOP

This information is to guide you through the claims process.

Notation of damage should be made known at destination if damage is thought to be caused by a Carrier. Delivery Order should be notated with damage and pictures taken with clear view of damaged cargo and packaging. Any delivery order without notation of damage will be considered delivered clean by the Carrier and not subject to claim.

A claim should follow with all supporting scanned documents and submitted to the Cargo Insurance company that has insured the freight. Troy Container Line should be notified and advised of the name of the Cargo Insurers that freight was insured through and that will be handling this claim.

If there is a survey conducted, Troy Container Line and / or our Agent should be notified promptly in order to be able to assess the merits of attending any survey. Failure to do so may void any claim against the Carrier.

For shipments to and from the USA, our Agent and/or Troy Container Line are required to be notified of damage / loss **within** 72 hours of taking delivery per the clauses found on our Bill of Lading. Failure to do so will void any rights to claim against the Carrier.

**Mitigation of loss:** The Claimant must take all action to mitigate loss / damage.

**All claim documents should be sent to:** dani@troylines.com

Troy Container Line  
Attn: Claims Department  
27 West Street  
Red Bank, NJ 07701  
USA

**Contact:**

Danielle McGurk-Rue  
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