



**Troy Container Line Claim Form**

**DATE:** \_\_\_\_\_ **CLAIMANT:** \_\_\_\_\_

**B/L OR BOOKING NUMBER:** \_\_\_\_\_

**SHIPMENT TYPE:** IMPORT  EXPORT  **SHIPMENT IS:** FCL  LCL

**INSURED BY:** SHIPPER  FORWARDER  CONSIGNEE  NO INSURANCE

*If this shipment was insured, you will file your claim through the cargo insurer. Please provide the name of the insurer and sign the form below.*

**INSURANCE COMPANY:** \_\_\_\_\_

*If this shipment is not insured, please complete below and provide requested documentation.*

**CLAIM AMOUNT USD\$:** \_\_\_\_\_ (please provide exact calculations - see #2 below)

**TOTAL PIECES SHIPPED:** \_\_\_\_\_ (please specify handling unit i.e pallets, drums, etc.)

**TOTAL PIECES DAMAGED OR MISSING:** \_\_\_\_\_

**ADDITIONAL DOCUMENTATION TO BE PROVIDED BY CLAIMANT:**

- (1) Detailed claim statement itemizing the loss and full description. Please describe in detail the events that led to this claim being filed. Please be specific and include where you believe damage/missing occurred.
- (2) Commercial invoices / packing list, covering entire shipment (highlighting items claimed damaged, showing item weight(s) and cost(s) along with exact damage calculations).
- (3) Copy of B/L.
- (4) Signed delivery receipt noting damaged freight.
- (5) Pictures showing all cargo on arrival. Specify which pictures support damaged claims.
- (6) Survey report, if applicable, and notification/invitation to survey to all parties.
- (7) Repair estimate (at least two), if applicable.
- (8) Salvage Value, if applicable.

**I declare, under penalty of perjury, that all information provided on this form are true and correct.**

**SIGNATURE:** \_\_\_\_\_

**PRINTED NAME:** \_\_\_\_\_

**TITLE & COMPANY:** \_\_\_\_\_



### OVERVIEW OF CLAIM PROCESS

For all shipments to and from the USA, the Troy Container Line Agent and/or Troy Container Line are required to be notified of ALL damages or loss **within 72 hours** of taking delivery per the terms and conditions on our or the Agent's Bill of Lading and also at WWW.TROYLINES.COM. Failure to do so will void any rights to claim against the Carrier. If there is a survey conducted, Troy Container Line and / or our Agent must 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.

It is our understanding that your shipment is insured either by you, your receiver, cargo underwriter, third-party interest, or your appointed representatives to recover the full value (less any deductible amount) of the merchandise in case it sustains any loss or damage in transit. All parties mentioned above are the PRIMARY CARRIERS of your claim. TROY CONTAINER LINE acts as a SECONDARY CARRIER and is governed by the provision of the Carriage of Goods by Sea Act of the United States, 46 U.S.C sections 1300-1315 (hereafter COGSA). Our liability is limited under the terms and conditions on our or our Agent's Bill of Lading and also at WWW.TROYLINES.COM. It is for these reasons that we ask you to file the claim with your insurer or present it to your shipper to process it under their policy for a speedy settlement of the claim. When filing the claim with an insurance company, it is very important to let us know which insurance company you have filed your claim with.

If the cargo is not insured and you would like Troy Container Line to investigate the claim, please complete the accompanying form and return it to us along with ALL of the requested documentation and pictures. Investigations will not begin until ALL requested information has been provided. At that point, a claims specialist will be assigned to your file.

Some important notes to mention:

- 1) All Freight charges must be paid in full before any claim will be considered.
- 2) Concealed damage is not covered, as it cannot be proven where said damage occurred.
- 3) Damage to packaging is not covered.
- 4) Reimbursement of Ocean freight charges is not allowed.
- 5) **Mitigation of loss:** The Claimant must take all action to mitigate loss / damage.

This document is issued without prejudice to all rights, defenses and immunities of Troy Container Line their Representatives, respective Servants and Sub-contractor's as available in Contract, in Law or otherwise.