



Loss or Damage Claim Guide

In the event of a claim, it is important to act immediately. There are statutes of limitation to file a claim against carriers for loss, damage or non-delivery:

Ocean: 3 days from date of delivery.

Air: 7 days from date of delivery, for pilferage and obvious damage under the Warsaw Convention—14 days under Montreal Protocol 4.

14 days from date of delivery, for concealed/hidden damage under the Warsaw Convention—21 days under Montreal Protocol 4.

120 days from the date goods should have been delivered for non-delivery.

In the event of a claim, please review the following important guidelines:

1. Document the conditions of the cargo upon delivery. Make clear exceptions on the delivery receipt noting any loss or damage to the cargo and/or the packing and/or containers. Be as specific as possible. Take photographs if possible.

2. Protect the cargo from any further loss or damage by (1) separating wet cargo from dry cargo, (2) re-packing to prevent further loss or damage and (3) moving goods to a secure location.

3. Preserve all packing, damaged goods and seals until further advised. Verify that the seal numbers on marine containers match the document number. Be sure to note when a seal is broken and be aware of the possibility that cargo may have been pilfered.

4. Contact your insurance company immediately so they may assigned a surveyor, if loss warrents cost, to assess the loss/damage immediately.

5. Contact Argents Express Group and all other involved carriers immediately. Please send claim details to Argents by completing and submitting the attached form.

6. Retain all copies of the Ocean, Air and/or Inland Bills of Lading, Delivery Receipts, Customs entries and other documentation on the shipment. Submit all pertinent information to settle the claim to your insurance company. If insured via Argents Express Group, please contact us for further assistance

Please note that Argents, the surveyor or insurance company may request additional supporting documentation at a later date.

Receipt of this Claim Form by Argents Express Group does not constitute an admission that the claim is valid or that it will be paid. Argents will examine your claim and respond in due course. Please contact your local Argents representative if you have questions or need assistance. 1-800-ARGENTS



Loss or Damage Claim Form

To ensure your claim is processed as quickly as possible please complete the entire form.

Bill of Lading / Way Bill Number	Date Shipped	Claimant's Reference Number
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Shipper's Name	Address	City	State/Province	Postal Code
Consignee's Name	Address	City	State/Province	Postal Code

Amount of Claim \$ _____	Claim Type (check one)	<input type="checkbox"/> Visual Damage <input type="checkbox"/> Shortage <input type="checkbox"/> Concealed Damage <input type="checkbox"/> Concealed Shortage
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Detailed statement showing how amount claimed is determined and description of loss or damage

Total weight of original shipment	Name of Person Filing Claim (please print)		
Total pieces in original shipment	Company or Organization Name		
Number of pieces lost / damaged	Email Address	Phone Number	

I certify that information provided above as well as in the supporting documentation is true and correct to the best of my knowledge.	Documents to submit with your claim: <input type="checkbox"/> Commercial Invoice <input type="checkbox"/> Packing List <input type="checkbox"/> Copy of Waybill <input type="checkbox"/> Repair invoice (if applicable) <input type="checkbox"/> Photos of damage <input type="checkbox"/> Receiving Report <input type="checkbox"/> Inspection Report
Signature of Claimant	
Date _____	

For Argents Use Only Rcvd: _____ Ref: _____ Intital: _____	Please send completed claim form and all related documents to: Argents Express Group email: claims@argents.com 19 Shelter Cove Ln or Ste 206 Watersedge fax: (843) 785-9517 Hilton Head Island, SC 29928
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