

## Cargo Claims

### Preliminary Notification

- In the event the cargo is received short and/or damaged, a notation must be made by the receiving party on the trucker's delivery bill of all exceptions. Failure to do so can result in the denial of a claim.

***Note: In the event that we are notified by the carrier or warehouse of any damage prior to the cargo leaving the gateway location, OIA Global personnel will, when possible, photograph the cargo and advise the client of the damage before cargo is dispatched for delivery. Depending upon the extent of the damage, and if additional damage may result if transported further, the client may request that the cargo remain at the warehouse facility until a survey can be arranged.***

- The recipient is to notify the claims department at OIA Global ([claims.support@oiaglobal.com](mailto:claims.support@oiaglobal.com)) immediately of the exceptions noted. If notification is not received within the time parameters listed below, OIA reserves the right to deny the claim.
  - Ocean freight: Within 3 consecutive days from the date of discharge/delivery
  - Air freight: Within 14 consecutive days from the date of delivery
  - Truck freight: Within 15 consecutive days from the date of delivery
- Concealed damage claims (freight received with no exceptions noted on the delivery bill): notification must be received within 3 days from date of receipt.
- Notification to OIA Global must be in writing on company letter head or email and contain the following information:
  - Shipment Number (HAWB or House Bill of Lading)
  - Shipment Delivery Date
  - Address of cargo location and contact information
  - Nature of the damage (i.e. # of cartons damaged – nature of damage (crushing / denting / moisture; or number of cartons not delivered)
  - Estimated value of loss amount
  - Photographs of the damaged cargo (exterior and, if possible at the time, interior)
- The recipient is to ensure that the cargo is not moved, destroyed, or otherwise altered or modified until the full extent of the damage can be ascertained. All packaging material is not to be discarded, and the cargo must not be moved or shipped until advised by OIA Global.

- If necessary, reasonable expenses can be incurred to prevent further damage, but should be approved by the insurance company in advance. Please contact the cargo claims department ([claims.support@oiaglobal.com](mailto:claims.support@oiaglobal.com)) if you anticipate that additional expenses will be substantial.
- OIA Global will respond back within 24 hours acknowledging receipt of the preliminary claim notification. We reserve the right to dispatch a surveyor to examine the damaged cargo, and will notify the client of our intent to survey in our response.
  - If the client did not purchase insurance through OIA Global, they must notify their insurance company to determine their requirements
  - Unless insurance is purchased through OIA Global, our limit of liability is as follows:
    - International Air Shipments - SDR19.00 / kilogram of the damaged package(s) **Note: will depend on the applicable Convention terms.**
    - International Ocean Shipments - \$500.00 per packing unit
    - US Domestic Shipments - \$0.50 / lb
- The claim number will be the OIA Global file number associated with that shipment.

## Filing a Formal Claim

- The party in the transaction that has an insurable interest in the cargo, as dictated by the incoterms of the shipment, is the only party that can file the formal claim.
- When the full extent and value of the claim is ascertained, a formal claim must be filed in writing to OIA Global within 3 (three) months of the date of delivery. For your convenience, OIA Global has a [Claims Form](#) located on our website. Otherwise, notification must be on company letterhead or email and must include the following information:
  - Shipment Details:
    - HAWB or Bill of Lading Number
    - Number of pieces lost / damaged
    - Weight of lost / damaged cargo
    - Claim Amount / Loss Value (provide details as to what is included in the claim amount)
  - Overview summary of the details surrounding the claim
- Documents required for claim processing:
  - HAWB or Bill of Lading
  - Commercial Invoice for the entire shipment, with damaged / lost items annotated
  - Packing list for the entire shipment, with damaged / lost items annotated
  - Delivery receipt
  - Original insurance certificate, endorsed, if cargo insurance was purchased through OIA Global
  - Photos of damaged cargo



- Survey report (if applicable)
  - Repair estimates or salvage report (if applicable)
  - Any other documents and correspondence that will support the claim.
- OIA Global will attempt to settle any accepted claim within 90 days of receipt of the formal claim which includes proof of loss and proof of interest.
- Claims will not be made to the claimant until the original invoice for the freight has been paid in full and received by OIA Global.