

## **What to do in case of damage**

It is very important that you follow the right procedure, in order to give the insurance company the right information about the claim. Please pay attention to the following points;

-Upon receipt of the goods you should check them for signs of damage. You need to add your observations to the consignment note that is offered to you by the local carrier, e.g. boxes open or contents exposed, contents rattling, two boxes missing, packaging wet and/or dry but stained. In other words make a note on the consignment note of anything unusual about the appearance of the consignment.

-If you have received the consignment in good order, unpack it as soon as possible. If you discover any damage inform the local agent immediately and if in doubt DO NOT proceed any further with unpacking.

- The original or the copy of the insurance policy will include the name of an insurance agent. Inform this agent immediately about the damage, ask them to come and inspect the damage and put together a report, and then act in accordance with their instructions. It is also a good idea to send a fax to the agent with a report of the damage (any costs incurred should be settled immediately and can be added to the final claim.)

- In case of damage you should notify the local shipping agent by fax that you are holding them responsible for the damage, without delay. They may or may not then send you a rejection of responsibility. NB. This is purely procedural.

- In a case of (probable) theft you should also notify the police immediately and get them to draw up a police report. (You should look at it this way; if something appeared to have been stolen from your home you would notify the police too.)

- In other words; you will reduce your chances of success if you leave the packages sitting there and only report the damage at a later date.

- Keep all the documents at hand and always retain copies.

Of course we hope that you will never need to make use of the above advice in practice!

With kind regards

SendCaribe