



## COOL CARRIERS AB CARGO CLAIMS GUIDE FOR CUSTOMERS

In our continuous efforts to serve you better, we have prepared this guide to support your claim handling process and make the process smooth and efficient.

Please make sure you contact us by e-mail [Legal@cool.se](mailto:Legal@cool.se) immediately after damage to your cargo is discovered. Your notice should contain a reference to the respective Vessel and Voyage and also stating Cool Carrier's Bill of Lading number.

We highlight the importance of providing detailed information on the shipment as well as a description of the nature and extent of the damage when sending the notice i.e. how many cartons or pallets have been found allegedly damaged, what kind of damage has been noted and what can be the estimated amount of the losses. This information should be provided to Cool Carriers/our agents in order to correctly evaluate the potential claim case and take the decision regarding the appointment of surveyor for joint inspection of cargo.

We respectfully remind that the receiver always has to mitigate any loss best possible. Compensation in such cases will be based on the degree of liability inferred on Cool Carriers, the value of the goods at the port of discharge and our claims procedure.

Please note that we will not always be liable for goods arriving at the destination in a damaged condition. Besides, the extent of our liability will occasionally be limited by law. Consequently, we will not always be able to compensate you for your loss.

The claim file presented to Cool Carriers shall contain the following basic set of documents, however, we reserve our rights to ask for some additional documents and proofs depending on each particular case and its circumstances:

1. Claim statement, specifying the exact amount of the claim and supported with the detailed calculation of the losses;
2. Copies of the relevant bills of lading;
3. Copies of commercial invoices and packing lists for the goods;
4. Evidence of sound market value (USDA report);
5. Survey report providing a detailed description of the cargo condition, also stating the extent and possible cause of the damage. The report shall be completed by a sufficient number of pictures supporting the statements of the surveyor.
6. Copies of terminal reports or the equivalent to support the extent of the loss; and
7. Any other documents supporting the claim.

Should any additional information or documentation be required, we will so advise you. We also recommend sending your claim documents in English whenever possible or provide a translation into English to facilitate the evaluation of your claim. Cool Carriers make every effort to evaluate all claims promptly upon the receipt of a properly and fully documented claim. If you need to check the status of your claim, please feel free to contact us by e-mail [Legal@cool.se](mailto:Legal@cool.se) and we will revert to you in due course. Please be advised that the information listed herein shall be used as guidance only and each claim shall be considered on its particular merits. All rights, limitations and the defenses available under the applicable law and Cool Carriers Bill of Lading remain expressly reserved.