



**NOTICE OF LOSS & DAMAGE FORM**  
**To be filed by Customer**

*(Please Print)*

Notice date:

Contact name (person who fill out the form):

Email & phone#:

Product Owner – Company name:

Address:

Contact name:

Email & phone#

Carrier name:

Web order #/ Container #/ Way Bill #:

Please provide the description of the problem:

QTY	DESCRIPTION OF DAMAGED/LOSS PRODUCT	Weight	Lot	Estimated amount \$
			<b>TOTAL</b>	

In case of loss & damage of a cargo-freight, this NOTICE must be supported by the below documents in order to be taken under consideration:

- Copy of original Bill of Lading or AWB and Freight Bill
- Copy of original Invoice and Packing list
- Copy of the delivery receipt
- All supporting documents that can justify the LOSS & DAMAGE including pictures

The Product Owner must notify his own INSURANCE COMPANY, unless customer bought Ad valorem insurance from Seafrigo for the above cargo –

Liability cargo-freight claims are paid based on commercial invoice + freight value ratio. However, in some cases, the legal limitation of liability may apply.

This form and the concerned documents must be sent by email to [claims@seafrigo-usa.com](mailto:claims@seafrigo-usa.com). as soon as a problem is noticed, no later than 2 days from the receipt of the goods at first destination. **DO NOT DISPOSE/SELL THE PRODUCT AT THIS STAGE.**