



## CLAIMS PROCEDURE

### 1. Notice

#### 1.1. Where can I File a Claim?

Please send an e-mail to [operations@imotionshipping.com](mailto:operations@imotionshipping.com) with in subject the word "Claim" or "Non-conformity", followed by our booking reference.

#### 1.2. Notice for a claim

In order to give I-Motion Shipping NV or its representatives the opportunity to inspect the goods and/or containers for any loss or damage discovered after delivery, I-Motion Shipping should be notified immediately upon discovery, or within 3 days after receipt of the goods by the consignee. Any first written report of a claim after 3 days may jeopardize the claimant's right to recovery.

#### 1.3. Notice for a suit

Suits must be filed within 1 year from date of delivery.

#### 1.4. Notice your insurer

For valuable goods, it is common that shippers insure the cargo with their insurance company. In case of a claim, the shipper should also inform his insurance company of that claim.

#### 1.5. Documentation

Pictures that clearly show the cause and or result of the claim are highly recommended. Moreover, every claim or non-conformity should be identified with a unique booking reference, container number, seal number, booking confirmation, packing list, commercial invoice of the cargo, identification of the truck, truck driver, signed interchange receipt, POD/CMR, inspection report if available and your statement of claim stating a specific amount claimed and detailed explanation of how that amount is arrived at. Keep the damaged cargo for further investigation while taking steps to avoid further damage.

If all these elements are not available yet, do inform us with the information you have in due notice. Additional elements can be communicated afterwards, referring to your initial notification.

We would like to stress the fact that it is very important that irregularities related to the container or seals should be mentioned upon discovery on each document by each actor in the supply chain.

#### 1.6 Not accepted

Claims about normal wear and tear of the container unit, uncompleted documents or unsigned documents, consequential loss resulting from a claim, Acts of God, container damage notifications after leaving the terminal are a few elements we cannot accept as a claim.

## 2. Treatment

### 2.1. Legislation

We can assure you that I-Motion Shipping NV will treat any non-conformity or claim with the same impartiality and fairness, based on International treaties (like Hague-Visby Rules), Belgian legislation, our terms and conditions, the sea waybill and the port tariffs.

### 2.2. Next steps

I-Motion Shipping NV will register and acknowledge the claim by reverting to you with a unique claim number. Please mention this claim number in all further communication.

I-Motion Shipping NV, its insurer or your insurer can organise a (mutual) inspection. This inspection report will be added to the claim file. Based on all documents provided, including pictures and surveys, it is the objective to come to an agreement to settle the claim.

### 2.3. Closing the file

The claim file will be closed when I-Motion Shipping NV and the shipper come to an agreement to close the file or when no written communication about the claim was recorded over a period of 6 consecutive months. This period can be extended with 6 months by writing an e-mail or a letter to I-Motion Shipping NV.

### 3. Check list: Elements for a claim file

Here, you find a non exhaustive check list which is very useful to get as much elements as possible to make a complete claim file.

- Booking Reference number
- Container number(s)
- Seal number(s)
- Booking confirmation
- Packing list
- Commercial Invoice
- Identification of the truck
- Identificatoin of the truck driver
- Interchange receipt
- POD/CMR
- Inpection report
- Clear identification of the damaged/lost cargo and its value
- Take necessary steps to avoid additional damage if possible
- Pictures of cause and result
- Notify I Motion Shipping NV
- Notify your insurance company
- Keep damaged cargo aside
- Keep as much evidence as possible.
- Keep track of phone calls related to the claim by confirming them by e-mail, referring to the telephone conversation.