



CARGO CLAIMS AT AM&T

When you make a cargo claim at AM&T we want to make it efficient and fuss free.

To help us process your claim quickly please send us the information we need as soon as possible. Check the lists below to see if any of these documents apply to your claim:

Documents we need to process your claim:

- Completed cargo claim form
- Copy of the consignment note or bill of lading or airway bill with terms and conditions
- Delivery note with terms and conditions on the back
- Commercial invoice for purchase / sale of the goods
- Photos of damaged goods
- Destruction certificate or other documentation to support the disposal of your damaged goods
- Copy of the letter of demand you have sent to the carrier and their response if you have one

Other documents that may be applicable to your claim:

- Certificate of insurance
- Quotes for repair or replacement of your damaged goods
- Export / import documents including weight notes, packing lists, out turn / receipt of cargo, customs entry, any specific packing or stowing instructions given to the carrier
- Freight invoices
- Duty invoices
- Copy of temperature records
- Police report

Please note

If your claim is for damage to refrigerated goods we will need additional information.

Further information

To help us manage your claim we may appoint a surveyor and / or loss adjuster to gather the facts of the incident that led to your claim.

We will keep your broker updated on the progress of your claim every 20 business days unless we have agreed a different time frame with them.

Please note

Your claim will be settled net of any applicable excess shown in your policy schedule and less any salvage (if applicable).

If you have any questions about the process or management of your claim please contact your broker in the first instance.