



LOSS & DAMAGE - CLAIM FORM

CLAIMANT INFORMATION

Company Name: _____
 Contact Person: _____
 Phone Number: _____ Fax: _____
 Correspondence Address: _____
 Address: _____
 Client Account No: _____ Waybill No: _____

CLAIM INFORMATION

Claim for: Shortage Damage: Loss
 Other (Specify) _____
 Describe the item/s loss or damaged: _____

Claim Amount:

STANDARD CONDITIONS FOR A CLAIM:

- ✘ Damaged or missing parcels must be reported within 7 days.
- ✘ Commercial Invoice showing original value of lost or damaged goods
- ✘ Quotation to replace or repair lost or damaged goods
- ✘ Recipient's copy of waybill showing damaged or loss notations
- ✘ A written report of loss or damage & discovery thereof must be received within 7 days at our Swakopmund, Windhoek or Walvisbay offices.
- ✘ The damaged goods with the packing material must be sent back to the company.

For claims involving damaged goods, please check and complete the following:

Y / N Damaged goods can be repaired N\$
 Y / N Damaged goods are available for pick-up by the carrier, if NO please explain why:

Claimant Signature: _____ Date: _____

Banking Details: _____

