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**What to do on arrival of our shipments**

**INSPECT THE GOODS IMMEDIATELY**

**-----------------------------**

Check the condition of the goods on arrival with the carrier. Do not, under any circumstances, give a clean receipt where the goods are in doubtful conditions.

**in case of damage?**

**SECURE THE RIGHTS OF RECOVERY FROM THIRD PARTIES**

**------------------------------------------------**

1. Shipowners, other carriers, forwarding agents, warehouses, customs and port authorities or other bailees must be
 ⮚ requested to attend a joint survey
 ⮚ asked to certify the loss or damage, and
 ⮚ held liable in writing

where loss or damage is apparent - before taking delivery of the goods.

where loss or damage is not apparent - immediately upon discovery of said loss or damage.

In addition, photographs - dated and confirmed by the delivering carrier - are useful.

1. **Observe time-bars for claims against third parties**Ascertain the time-bars for filing claims before taking delivery of the goods (e.g. within three days of delivery against ocean carrier if loss or damage was not apparent; other losses or damages before taking delivery.)

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**CARE TO MINIMIZE LOSS**

**---------------------**

There are many ways in which loss or damage can be controlled. It is your duty to **avert further loss or damage**.

Reasonable and practical efforts taken promptly will protect against further loss, e.g. reconditioning of wet cargo or expediting disposal of damaged cargo through specialized commercial channels. Any action is subject to agreement with carrier and/or insurance.



**CALL SURVEYOR IMMEDIATELY**

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In the event of loss or damage the Surveyor named in the policy or certificate should be called in immediately who will establish the claim and give advices for safeguarding the claim against third parties and for minimizing the loss or damage.

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**FURTHER STEP TO BE TAKEN**

**------------------------**

1. The condition of the consignment and its packing must not be altered until the Surveyor arrives.
2. In the event of loss or damage immediate notice must be given to Underwriters. To expedite settlement of claim the following claim documents should be submitted to Underwriters:
3. Original policy or certificate of insurance
4. Original or copy B/L and/or other contract of carriage
5. Invoice
6. Documents showing number, measurements or weight at time of shipping and arrival
7. Surveyors report
8. Claim bill
9. correspondance exchanged with Carriers and other parties regarding their liability for the loss or damage
10. written subrogation receipt in favour of Underwriters given by the party entitled to the rights out of the contract of carriage

**Remember**

Your co-operation is essential. It is in your own interest as well as in ours. Insurer might be released from his liability in the event of non-compliance with these obligations.

THANK YOU FOR YOUR CAREFUL ATTENTION.

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