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CLAIMS PROCEDURE GUIDELINES



The Objective of this guide

- To laydown procedure for systematic approach on recording and settling customer claims due to NAQEL failure.
- To have clear claim procedural understanding with customer.
- To ensure customer knows the process of claim.
- To help resolve disputes arising out of claim.

Guidelines to File a Claim

It is our goal to handle your cargo in such a manner that a claim will never need to be filed. However, if despite our high standards and care handling of your cargo, a loss or damage occurs in transit, following the guidelines below will ensure that the processing of your claim is prompt and efficient.

1. Claim Notification
2. Documents Required to Process Claim.
3. How Your Claim will be processed.

1. Claim Notification

- 1) You must notify us in writing about the loss, damage or delay within 7 days (i) after delivery of the shipment, (ii) from the date the shipment should have been delivered or (iii) from the date you reasonably should have become aware of the loss, damage or delay in the event the claim relates to other services.
- 2) Any claim intimation after seven days (07 Days), will be treated as delayed and the claim will stand as “rejected”.
- 3) Further to claim intimation the customer is required to submit claims documents within thirty days (30 Days) of claim intimation, failing which the claim may not be processed and will stand as “rejected”.
- 4) If survey required, NAQEL representative will visit the shipment site to conduct the survey and submit the survey report to NAQEL – National Insurance & Claims Manager.
- 5) Customer must ensure to safeguard the shipment until the survey is conducted by NAQEL and a decision is taken thereafter.
- 6) Prior to claim settlement the customer shall handover the Salvage and NAQEL Express thereafter reserves the right to either dispose/sell the salvage, either by itself or through the its Insurance Service Provide.
- 7) Customer owns the responsibility of informing NAQEL Express, for any special disposal instructions.



2. Documents Required to Process Claim

- 1) Customer is required to submit the below minimum documents to process the claim.
 - A. Claim intimation proof (Initial Email or any written communication to NAQEL)
 - B. Landed cost invoice.
 - C. Packaging List.
- 2) NAQEL Claims department will review the documents and communicate back to customer on “acceptance/rejection”, until amicable resolution is reached.
- 3) Based on the documents submission to NAQEL Claims department, the processing of claims will start. The document submission must happen within the specified time limit.



3. Claim Process

- 1) Upon receiving the claim intimation, Sales Personnel will inform the Operations Team regarding the claims provided by the shipper. Operations Team will conduct investigation or survey to validate the extent of damaged reported by the shipper.
- 2) NAQEL Express, reserves the right to Accept/Reject the claim based on the merit& investigations of the claim
- 3) If the claim is denied by the Operations Team, no claim to be processed by Claims Department.
- 4) If the claim is accepted by Operations Team, concerned Sales Personnel will notify the shipper in order to prepare claim documents. Once documents are completed, concerned Sales Personnel will forward them to the Claims Department to start the claim process.



Limitations of Liability

- 1) The liability of NAQEL Express against claims towards damage, loss, accident or delay will be dealt as per the agreed terms, mentioned on waybill/customer agreement.
- 2) Naqel is only liable for the value of the goods at time of shipping. NAQEL is not liable for overhead expenses, lost profits, travel expenses, administration fees, penalties, etc.
- 3) Claim amount beyond maximum limit are entertained only if additional insurance premium charges are paid based on the agreed terms.
- 4) Naqel express is not responsible for any claim arising out of delayed pickup or delivery or claims arising out of consequential losses towards any failure attributed to delay due to any reason. Other attributes mentioned herewith too are excluded, but not limited to.
- 5) Claim will be settled through "Credit Note" only.
- 6) NAQEL Express is not obliged to act on any claim until all charges have been paid nor you are entitled to deduct the amount of your claim from our charges.
- 7) Claims arising due to "Fire, Overturn, and Collision" is not covered under this document and such claims will be settled as per the agreement clause with the customer.
- 8) For Full Trailer Load (FTL) shipments, any incurred damages in transit, loading, and offloading (shipper/ consignee side) NAQEL will not be held liable as shipments loaded and arranged by the shipper.
- 9) Any conceal damages, missing/ shortage inside in a good condition/ intact packages NAQEL is not be held liable for any claims may arise.
- 10) NAQEL will not be responsible for any claims, if the shipment packing is not as per NAQEL prescribed standards.

Remark on NAQEL Waybill (blue copy) or NAQEL Delivery Sheet

- 1) A shipment is termed damaged whereby upon receipt of shipment/package, consignee verifies the package condition and mentions adverse remark on the Air Waybill or Waybill or NAQEL delivery sheet. Remarks on any other document than these are termed as non-legitimate.
- 2) Upon receiving of shipment/package, customer verifies the package condition and mention adverse remark on NAQEL waybill (blue copy) or NAQEL Delivery Sheet, only if the shipment/package is found not to be complying as it was picked up.
- 3) Remarks on Delivery Note/Packing List/ Invoice Copies or any other documents apart from NAQEL Waybill (blue copy) or NAQEL Delivery Sheet may not be considered as claim intimation, as NAQEL does not receive/accept shipments/packages in open condition.
- 4) If no remarks on NAQEL (blue waybill) or NAQEL Delivery Sheet as damage/missing subject claim will not be honored.



Contact & Escalation Details

To ensure the process of accurate claim information, negotiation, and amicable settlement happens customer will require to adhere to the below contact and escalation matrix.

- **Primary contact:** For claim intimation and follow-up thereafter.
 - Concerned Sales Personnel
- **Secondary contact:** For escalation's only
 - Concerned Regional Sales Manager



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