

Sotech Nitram Inc.**Loss, damage and claims:
Procedures and best practices**

Loss or damage of goods is an unfortunate and frustrating occurrence. The following guidelines will help ensure that any problems you may encounter upon receipt of your goods are well documented and quickly addressed and that your cargo claim gives accurate information.

As soon as you discover a damage or a loss, please take these steps:

1. On all copies of the delivery receipt and/or bill of lading, briefly and clearly describe the shortage or the damages. Make sure the driver signs underneath it.
2. Document any loss or damages in writing and include detailed photos whenever possible.
3. Contact your representative and/or our customer service to report any issue, provide them with details. Send us all documents you may have as soon as possible by e-mail. (Claim@sotechnitram.com)

Note: Damage not evident at delivery should be reported as soon as it is discovered and no more than 15 days after delivery. Document and support with pictures and the reason why it was not detected earlier.

We need to be able to prove who is the carrier and that they are responsible for the damages or losses.

A formal claim should follow and supported with as much information and documentation as possible:

1. Detailed, written description of damage / loss.
2. Copy of the signed delivery receipt/bill of lading noting any exceptions.
3. Copy of the bill of lading signed by the shipper and the carrier at origin.
4. Photos of damage taken prior to or during unloading.
5. Itemized list of the amounts being claimed.
6. Copy of commercial invoice or proof of the manufactured cost.
7. A summary calculation of any freight charges to be included in the claim.



Note: Damaged goods must be kept available for salvage by transport company and/or their insurer.