



INSTRUCTIONS FOR RECEPTION OF INSURED GOODS AND/OR OBJECTS

The parties interested in the goods and/or their agents are obliged to respect strictly the following instructions in case of loss, damage and/or non-delivery:

1. To act in any case as if they were not insured and to safeguard any rights to recovery against any possibly responsible third party.

2. Apparent loss and/or damage:

- to note immediately detailed reserves on the transport document or any other equivalent document;
- to send a letter of protest by registered mail, within 48 hours after receipt of the insured goods and/or objects, to the responsible carrier and/or any other possibly responsible third party
 - holding them responsible for the loss and/or damage and
 - inviting them to a contradictory assessment.

3. Loss and/or damage externally not visible:

- to check the insured goods and/or objects at last within 3 days after receipt;
- if loss and/or damage would be assessed : to immediately send a registered letter of protest to the responsible carrier and/or any other possibly responsible third party
 - holding them responsible for the loss and/or damage and
 - inviting them to a contradictory assessment.
- to keep the packing material at the disposal of the contradictory assessment.

4. Non-delivery:

- within 48 hours after the scheduled date of delivery, to send a letter of protest by registered mail to the responsible carrier and/or any other possibly responsible third party holding them responsible for the non-delivery;
- to request a certificate of non-delivery from the responsible carrier.

5. Survey:

In case of a claim higher than EUR 1.000,00 to notify immediately the insurers or the claims' agent as indicated by the insurers and to organize a joint survey, inviting the responsible carrier and/or any other possibly responsible third party.

6. General Average:

To notify immediately the insurers or the claims' agent as indicated by the insurers and to follow their instructions strictly.

7. Composition of a claim file:

To send a complete claim file to the insurers as soon as possible, consisting of at least the following documents:

- a) original insurance document (if issued);
- b) original transport document(s) or any other equivalent document;
- c) delivery receipt (e.g. tally sheets, etc.) with possible reserves;
- d) invoice(s) and packing list(s);
- e) copy of the letter of protest + possible reply;
- f) original survey report, if a survey took place;
- g) in case of entire non-delivery: certificate of non-delivery;
- h) all other documents with regard to the claim;

The insurers reserve the right to require any additional document with regard to the claim.