

VOLVO

Volvo Logistics Corporation

Volvo Logistics Claim Handling Procedure for Carriers

The objective of this document is to ensure that all transit damage claims are dealt with efficiently and effectively, involving streamlined and speedy resolution.

1. Applicable for vehicles only; By ensuring that the VCR - Vehicle Condition Report - is accurate and complete and signed on every change of responsibility in the supply chain, the Carrier and Volvo Logistics will enable the ready identification of transit damage or other damage (e.g. warranty). Sea-shipments excluded.
2. The Carrier shall ensure that the Vehicle/package is properly loaded and secured for transit, throughout its period of responsibility under the contract of carriage. Loose items included in the vehicle specification are to be compensated if missing.
3. Where a survey is carried out as part of the chain of transport, Carrier will ensure that the Vehicle/package is available for inspection at the relevant time and that any damage is noted by the surveyor. Cost of survey is a contractual issue but a Carrier is always entitled to commission a survey on its own behalf if it considers it necessary.
4. Volvo Logistics will receive notification of a transit damage claim from the consignee and will notify the Carrier of the claim and its nature.
5. Volvo Logistics may have fixed labour rates for repairs, which will be used to value claims where possible. All claims will be supported by the price calculation. The contract will define any accepted limitations. The Carrier accepts this method of pricing claims.
6. The Carrier will respond to a claim within 7 days, confirming that it accepts or rejects liability and, in the latter case, the reason for objection. However should the Carrier wish to perform a survey, response must be immediate and not greater than 2 days. It is agreed that rejection will extend any limitation period under any convention (e.g. CMR or Hague- Visby Rules) before the issue of any proceedings for recovery.
7. Unless a claim is validly rejected, it will be paid by Carrier within 60 days of the due date for response.

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