

VOLVO

Volvo Logistics Corporation

Volvo Logistics Claim Handling Procedure for Carriers/Freight forwarders

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/Freight forwarder and Volvo Logistics will enable the ready identification of transit damage or other damage (e.g. warranty). Sea-shipments excluded.
2. The Carrier/freight forwarder 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/Freight forwarder 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/Freight forwarder 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/Freight forwarder of the claim and its nature in due course.
5. All claims will be supported by a price calculation. The contract will define any accepted limitations.
6. The Carrier/Freight forwarder will acknowledge receipt of a claim file within 7 days. The claim files will be handled in accordance with the applicable regulations and usual international practise including
 - a. After the notification mentioned in item No. 4, the Carrier/Freight forwarder advises his liabilities' underwriters and, when applicable, the concerned sub-contractors.
 - b. If necessary, a survey will take place together with the carrier/Freight forwarder and /or his liabilities'' underwriters. Response from the Carrier/Freight forwarder must be immediate and not greater then 2 days. Joint surveys can be agreed.
 - c. Volvo Logistics claim file is either handled by the Carrier/Freight forwarder directly or with his liabilities' underwriters depending on the amount of claim/deductible.
7. Unless a claim is validly rejected, it will be paid by Carrier/Freight forwarder within 60 days of the due date for response.

Contact Volvo Logistics

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