Important Instructions

to be followed by consignee in case of loss or damage
(Failure to comply with these instructions may prejudice any claim under the policy)

1. **Inspect the goods immediately and check their weight**
   - In no circumstances, except under written protest, give clean receipt where the goods are in doubtful condition.

2. **Secure rights of recovery from third parties**
   - Shipowners, other carriers, forwarding agents, warehouses, customs and port authorities or those responsible must be
     - requested to attend a joint survey,
     - asked to certify the loss or damage,
     - and held liable in writing,
   where loss or damage is apparent – before taking delivery of the goods;
   where loss or damage is not apparent – immediately upon discovery of said loss or damage,
   latest before termination of time limits (e.g. 3 days after arrival of goods).

3. **Minimize the loss or damage in taking appropriate measures**

4. **Apply immediately to the claims surveyor**
   - named in the certificate of insurance or www.helvetia.ch/havarie

5. **The condition of the consignment and its packing**
   - must not be altered before the arrival of the claims surveyor.

6. **Immediate notice must be given to Underwriters and suppliers**

7. **To expedite settlement of claim**
   - the following claim documents should be submitted to Underwriters:
     1) Claim bill.
     2) Original certificate of insurance.
     3) Original B/L and/or other contract of carriage.
     4) Original or copy of invoice and packing list.
     5) Documents showing number, measurements or weight at time of shipping and arrival.
     6) Official reports from carrier certifying the loss or damage.
     7) Delivery Receipt.
     8) Survey report of the competent claims surveyor
     9) Correspondence exchanged with carriers and other parties regarding their liability for the loss or damage.
     In case of disappearance of entire packages, definitive loss certificate from carriers.