

## Cargo Claims Policy & Procedures

HPL-Apollo, LLC. strives to provide ethical and professional claims handling. Ready to assist with your claim in the event your cargo is lost or damaged while in HPL-Apollo’s care or custody.

### Insured Cargo

If the shipper, consignee or cargo owner has their own cargo insurance policy, the claim will need to be presented to their cargo insurance provider at the time of the claim.

### Un-insured Cargo

Un-insured cargo claims are subject to the terms and conditions on the contract of carriage. In addition, government regulations, conventions and state laws may apply.

In the event of any loss or damage to your cargo, immediately contact HPL-Apollo’s U.S. Claims Department to report the incident by e-mail to: [hpl.claims.usa@hplapollo.com](mailto:hpl.claims.usa@hplapollo.com)

HPL-Apollo, LLC operates as a NVOCC, freight forwarder, and CLC provider as such we are subject to the limited cargo liabilities under the terms and conditions on the contract of carriage.

### Carriage

### Conventions & Regulations

Air Freight	IATA and Montreal Convention
Sea Freight	The Hague-Visby and COGSA
Domestic Freight	Carmack and state regulations

### Limits of Liability by carriage:

Couriers (UPS, FedEx)	\$100.00 per shipment
Customs Brokerage	\$50.00 per transaction / entry
Domestic Truckers	\$0.50 per lb.
International Airlines	\$19.00 per kg.
Ocean Carrier	\$500.00 per customary shipping unit
Warehousemen	varies, refer to warehouse terms and conditions

**How much time do you have to submit a claim?**

Cargo claims must be submitted within the notification time limits, set forth in the Terms and Conditions of Service

Customers must notify HPL-Apollo in writing of any visible damages immediately. For concealed damage, the customer must notify HPL-Apollo Claims Department within 2 calendar days from receipt of the goods, with their written Intent to File Claim. All other claims and follow up to any Intent to File a Claim, must be done so in writing on the HPL Apollo Claim Form provided to the claimant, within 30 days after delivery date.

**Un-insured Cargo  
Claim Instructions**

- While the delivery driver is present, examine your shipment and make a notation on the delivery receipt of any probable loss or damage before the delivery driver departs.
- Examine the container and its seals before taking delivery. If the seals or locks are broken, missing or replaced, note the delivery receipt before accepting delivery.
- Take several color pictures of the breach, packaging, and especially of the damage to cargo.
- Weight of damaged cargo. Estimated weight of missing cargo.
- It is the cargo owner's responsibility to mitigate their loss or damages. Protect and separate the damaged and undamaged cargo to avoid additional deterioration and or complete loss of cargo.
- If necessary, reasonable expenses can be incurred to prevent further losses. Contact the HPL-Apollo U.S. Cargo Claims Department if you anticipate that additional expenses will be substantial.
- If the cargo was lost or damaged, immediately provide the exact location and contact information of the remaining goods, as a survey inspection may be required.
- Promptly file claim in writing as soon as loss or damage is discovered, even though the full extent thereof may not yet be determined. Fill out and sign the Formal Claim Form provided by HPL-Apollo. Gather relevant documentation to be submitted to HPL-Apollo's U.S. Claims Department. Email all documents and photos to: [hpl.claims.usa@hplapollo.com](mailto:hpl.claims.usa@hplapollo.com)
- Do not move/ship the damage cargo until directed to do so by the HPL-Apollo's U.S. Claims Department.

**Claim Documentation Required**

When submitting a claim, please provide support and documentation to substantiate the claim, such as:

- Briefly describe the events leading up to the loss or damage of the cargo.
- What was HPL-Apollo contracted to do for this shipment.
- Proof of Delivery receipts signed with exceptions noted at the time of delivery
- Bill of Lading(s) or Airway Bill(s) for the entire shipment
- Packing List and / or Freight Note
- Commercial Invoice covering the entire shipment
- Survey Report or Certificate of Damage (if applicable)
- Salvage Report or Certificate of Destruction (if applicable)
- Several color pictures of the breach, packaging, and especially of the damage to cargo.
- Weight of damaged cargo. Estimated weight of missing cargo.
- Any additional documents that may be relevant to the claim.

Please do not discard or send original documents. Electronic copies will suffice for claims submission.

Claim determination time frame is approximately 60-90 days. We will make every attempt to handle your cargo claims in a timely manner, contingent on the receipt of a fully documented cargo claim.

No Agent or employee of the company shall have authority to alter or waive any of the provision of this procedure.

Transportation charges need to be paid before claim is submitted for review.

All claims received after (30) day period after delivery, will not be honored by company.