

Evidence of Damage or Loss

1. All documentation related to the shipment:
 - Airway bill/Bill of lading,
 - Packing list.
2. HPL Formal Claim Form.
3. A survey report conducted within **forty-eight (48) hours** of the arrival of the goods to the destination where the damage or loss where first detected.
4. Detailed description of the damaged or loss goods which includes:
 - The value of the goods.
 - The date of shipment (departure).
 - The date of arrival at destination.
 - Weight of damaged cargo.
 - Estimated weight of missing cargo.
 - If the cargo is insured or not.
 - The cause of the damage or loss, including the events leading up to the loss or damage of the cargo.
5. Description of the service contracted for this shipment, including the commercial agreement if applicable.
6. Proof of Delivery receipts signed with exceptions noted at the time of delivery.
7. Commercial Invoice covering the entire shipment.
8. Thermographer report (if included during the shipment).
9. Salvage Report.
10. Certificate of Destruction.
11. Several color pictures of the breach, packaging, and especially of the damage to cargo.
12. Any additional documents that may be relevant to the claim.