

Guidelines to File a Claim Request.

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

When can you file a Claim?

When at the delivery of the cargo a loss or damage is discovered, even though the full extent thereof may not yet be determined; Also, when the damage is discovered after the delivery receipt is signed and the cartons are opened, in which case it is named Concealed Loss.

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 loss or damage within **two (2) calendar days** from the reception of the goods, by filing the "Preliminary Cargo Claim Form" and submit it to hpl.claims@hplapollo.com. Afterwards, a formal Claim must be filed with the "Formal Claim Form" along with the list of "Evidence of Damage or Loss" within **thirty (30) calendar days** after delivery date and send to hpl.claims@hplapollo.com.

Follow ups to any Claim, must be done so in writing to hpl.claims@hplapollo.com

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 Claim Instructions.

- As soon as your cargo is delivered, examine your shipment and make a notation on the delivery receipt of any probable loss or damage before the carrier agent 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 the delivery.
- Take several color pictures of the breach, packaging, and especially of the damage to cargo.
- Weight the damaged cargo and estimated the 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. For the undamaged cargo the owner shall obtain a salvage report and for the damaged cargo shall obtain a certificate of destruction.
- If the cargo was lost or damaged, immediately contact the HPL Apollo Operational team that handles your business to request instruction to avoid further loss or damage. They will instruct you the actions you need to follow in order to mitigate the loss or damage of your cargo and to successfully present a Claim afterwards with the Carrier that handled your cargo.
- Within **forty-eight (48) hours** of receiving the cargo file a "Preliminary Cargo Claim form" regarding the loss or damage that was discovered, even though the full extent thereof may not yet be determined. Gather relevant documentation to be submitted to HPL-Apollo's Claims Department. Email all documents and photos to: hpl.claims@hplapollo.com
- Do not move/ship the damage cargo until you complete the actions instructed by the HPL Apollo Operational team, if you do so without them, please be aware that any subsequent claim could potentially be dismissed by the Carrier due to the lack of evidence.
- A Formal Claim form must be filed out before **thirty (30) calendar days** from the date of the cargo receipt, along with the completed set of "Evidence of Damage or Loss" for the Claim department to proceed with your claim with the Carrier. If a Formal Claim is not presented within the time limit indicated, the Preliminary Claim will be closed. If a Formal Claim is not filed with a completed set of "Evidence of Damage or Loss" the claim will be received with the disclaimer that the Carrier could potentially dismiss the claim due the lack of evidence.

Evidence of Damage or Loss.

General Considerations.

- Please do not discard or send original documents. Electronic copies will be suffice for claims submission.
- We will make every attempt to handle your cargo claims in a timely manner, contingent on the receipt of a fully documented cargo claim.
- Transportation charges need to be paid before claim is submitted for review.

- All claims received after **thirty (30) calendar days** period after delivery, will not be process.

HPL APOLLO Limits of Liability by Carriage:

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

Carriage Conventions & Regulations:

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