

Sotech Nitram Inc.

Claim Procedure for Loss or damage to material

Loss or damage of goods is an unfortunate and frustrating occurrence. The following guidelines will help ensure that any problems you may encounter upon receipt of your goods are well documented and provide accurate information to quickly address the situation.

As soon as you discover a damage or a loss, please take the following action:

1. On all copies of the delivery receipt and/or bill of lading, clearly describe the shortages and /or the damages. Make sure the driver signs underneath it.
2. Document any losses and / or damages in writing and include detailed pictures whenever possible.
3. Contact your Logistics Advisor or our customer service to file the formal claim.

Note: Damages not noticeable at delivery should be reported as soon as it is discovered and no more than 15 days after delivery. Documents accompanied by pictures as well as the reason why it was not detected earlier should be provided.

We need to be able to prove who is the carrier and that they are responsible for the damages or losses.

A formal claim should follow and include as much information and documentation as possible:

1. Detailed, written description of damage / loss.
2. Copy of the signed delivery receipt/bill of lading notifying any exceptions.
3. Copy of the bill of lading signed by the shipper and the driver.
4. Photos of damages taken prior to or during unloading.
5. Itemized list of the amounts being claimed.
6. Copy of commercial invoice or proof of the manufactured cost.
7. A summary calculation of any freight charges to be included in the claim.

Send all documentation you may have as soon as possible via e-mail at claim@sotechnitram.com

Note: Damaged goods must be kept available for salvage by transport company and/or their insurer.