

The Terms & Conditions for Transportation Damage Claims

In case that Seller has the contractual obligations for the transportation, upon goods arrival, Customer shall comply with the following conditions in order to file a claim for damages due to transportation; otherwise Seller may refuse such claim by Customer.

1. No later than fourteen (14) days from the Products arrival at the agreed destination, Customer shall promptly inspect the Products, the ordered quantity and their outer packages for any physical or apparent damages at their own cost. In case of any non-conformity, Customer shall claim it on the spot; otherwise, the risks and liabilities shall pass to Customer upon delivery. In the event of any damages to outer package, the Buyer shall take photos of the transportation vehicle and outer package to preserve them as evidence and then promptly notify the carrier and Seller for the application of inspection. After that, Customer shall unpack the Products for inspections and take photos as evidence of damage while refuse to sign any cargo receipt for Products involved from the carrier. In the event the delivered Products are lack in quantity, Customer shall claim for cargo damage or loss certificate from carrier, assignee or the appropriate authority and mark the quantity of loss products or the quantity of actual delivered products on cargo receipt.
2. If Customer claims for the aforementioned damages against the Seller, it shall provide the following documentations: delivery notice, Bill of Lading, invoice, package list, cargo receipt, and cargo damage and loss certificate, relevant photos as evidence or inspection report and claim list.
3. If there are no physical or apparent damages to the outer package after receipt of the Products and there is a delay in unpacking by Customer, however the damages are found after unpacking, Customer may still claim for damages against Seller, provided that Customer can provide packing list, container number, photos as evidence for damages or inspection report, which can prove that the damage occurs during the transportation and can be acceptable to insurance company.