



Dear Valued Customer:

We apologize that your shipping experience with Polar Air Cargo Worldwide has resulted in a claim. This letter explains what documents are needed to submit a Formal Priced Claim with Polar Air Cargo Worldwide.

Regardless of the value of the claim, our Claims Administration Department reviews and processes each claim file, based on its merit. The claimant has the burden of proof to provide complete documentation as evidence to support the claim. We direct you to the Conditions of Contract on the back of the air waybill which outlines the time lines for written notification for loss, damage or delay. Polar Air Cargo reserves all rights and defenses set forth in the Warsaw Convention; the Hague Protocol; the Montreal Protocol IV: and the Montreal 1999 Convention.

The following documentation is needed when filing a Formal Priced Claim:

- A. Copy of the air carrier's contract of carriage (air waybill) along with a copy of the house air waybill.
- B. Detailed statement of claim. The claimant must fully describe the details of the damage; the items damaged; the alleged amount of the economic loss; and model/serial numbers, and weight of the affected items.
- C. Purchase invoices, commercial invoices, packing slips, or any other shipping document that would assist the carrier in determining and verifying the loss.

Additionally, in the case of damage, Polar Air Cargo Worldwide and our Underwriters require all claimants to proof that they have attempted to mitigate their losses by way of repair, cleaning, et.al. Therefore we require one or more of the following:

- D. In the case of damage either visible or concealed, the consignee should arrange his own cargo survey performed by a licensed Marine Surveyor. This should be done by the consignee to protect his cargo owner's interests. Polar Air Cargo Worldwide may express a desire to survey the cargo. The claimant/consignee must afford the carrier or his delegated representative the opportunity to inspect and survey the cargo. The holder of the goods must retain the cargo in the exact condition it was received maintaining all inner and outer packaging as well as the full contents. A copy of a survey performed by the claimant or his representative should be included with the formal claim.
- E. Salvage Certificate showing the claimant attempted to sell the cargo at public or private sale for the benefit of the parties at interest; which results in a corresponding reduction of the amount claimed.
- F. Repair Invoices showing the claimant attempted to fix, restore, clean or repair the goods.
- G. A garbage or dump certificate is required any shipment that has been destroyed proving destruction as per local, state, or government regulations. The name, address and weight of the items destroyed should appear on the garbage/dump certificate. If a shipment is destroyed, a letter from the claimant should accompany the dump certificate indicating why the goods could not be used, repaired, or salvaged.
- H. Photos are optional however these documents will help to support the claim. We accept only: .TIF .JPG or .PDF files sent via email.
- I. English Translations for any document not in English.



Please note that if the carrier pays full value for the damaged cargo, then the carrier becomes full owner, in fact, and has the right to dispose of the goods as they see fit.

No claims for loss or damage to a shipment will be entertained until ALL transportation charges thereon have been paid. Claim amounts may not be deducted from transportation charges for partial shortage or damage. In all cases the burden of proof for providing value and loss rests with the claimant who is obliged to produce incontrovertible evidence supporting the amount of the claim.

Once all documentation has been assembled for a formal priced claim please submit the claim via email which is preferred, or by fax or post to:

Polar Air Cargo Worldwide  
Attn: Claims Administration/Los Angeles  
2000 Westchester Avenue  
Purchase, New York 10577  
EMAIL: [Formalclaim@polaraircargo.com](mailto:Formalclaim@polaraircargo.com)  
Fax: 914-697-5092

Sincerely,  
Polar Air Cargo Worldwide  
Claims Administration