



FILING A PRELIMINARY CLAIM

We apologize that your shipping experience has resulted in a loss or damage. All preliminary claims must be filed within the time frame specified in the Warsaw, Hague, Montreal IV, and Montreal 1999 Conventions.

The preliminary claim must be on your company letterhead signed by a company official. The preliminary claim information must specifically address the type of loss and damage which occurred.

Preliminary claims may be filed in the following manner:

Post/Mail/FAX: The preliminary claim may be mailed claim to our corporate office or faxed directly to claims administration using the following address or fax:

Polar Air Cargo Worldwide
Attn: Claims Administration/Los Angeles
2000 Westchester Avenue
Purchase, New York 10577
Fax: 914-697-5092

****Note:** Claims mailed or faxed to our corporate office will not offer a signature of receipt.

EMAIL: For your convenience, you may email your preliminary claims. The preliminary claim must be scanned and be on your company letterhead, signed by a company official, and specifically note the type of damage or loss. Additionally, with the email, you can attach any other documentation or photographs to be retained with your preliminary claim. All scanned documents and photos must be in TIF, JPEG, or PDF format. We request one email claim per air waybill only. If you have multiple house air waybills on one master air waybill that has sustained damage or loss, please consolidate all preliminary claims for one master air waybill into one preliminary claim notification. Upon receipt we will send an email verification that your preliminary claim as been received.

EMAIL Address: preliminaryclaims@polaraircargo.com

We appreciate your continued business and support of Polar Air Cargo Worldwide