



SOVEREIGN LOGISTICS, INC.

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Please review the below guidelines when filing claims with Sovereign Logistics Inc. and Sovereign Container Line. We appreciate your continued support of Sovereign Logistics.

AIR FREIGHT

- 1- In the event that a loss or damage occurs with an air carrier, please notify Sovereign of the issue immediately.
- 2- When notifying Sovereign of a loss, please provide us with the following information:
 - a) House air waybill number
 - b) PO number, if available
 - c) Detailed description of loss or damage, i.e. cartons missing/damaged including photos
- 3- In the event that these cartons cannot be located or goods are not salvageable and a formal claim must be filed, kindly include in your written claim submission:
 - a) Copy of the House air waybill
 - b) Copies of all commercial documents
 - c) Signed delivery order
 - d) Warehouse receipt
 - e) Photos, if loss results from damage
 - f) Formal letter via email, on company letterhead, detailing your monetary loss
 - g) Customs duties paid, if applicable

Please notify Sovereign of any loss or damage within 3 days after receiving the shipment. If loss or damage is identified upon shipment receipt, please make a notation on the delivery order and maintain a copy. Please submit your formal written claim no more than 60 days after the initial loss is reported.

All of the above referenced documents will then be forwarded, on your behalf, to the carrier for their examination. All freight payments must be maintained in good standing. Payment cannot be withheld pending claim resolution.

OCEAN FREIGHT

1- In the event that a loss or damage occurs with ocean cargo, please notify Sovereign immediately. Should you receive a container with a seal that does not match your documentation, it is vital that you notify Sovereign before opening the container so that we can arrange for a surveyor to inspect the cargo and/or container, if necessary.

2- When notifying Sovereign of a loss, please provide us with the following information:

- a) House Bill of Lading number
- b) Container number
- c) Seal number received on container
- d) Detailed description of loss or damage including photos
- e) POs affected, if available

3- In the event that the cartons are not located or the goods cannot be salvaged and a formal claim must be filed, kindly include in your written claim submission:

- a) Copy of the House Bill of Lading
- b) Copies of all commercial documents
- c) Signed delivery order
- d) Warehouse receipt
- e) Photos/surveyor's reports of loss/damage
- f) Formal letter via email, on company letterhead, detailing your monetary loss
- g) Customs duties paid, if applicable

In addition, we may request the receipt of the seal received on the container for examination. Please retain in your possession.

Please notify Sovereign of any loss or damage within 3 days after receiving the shipment. If loss or damage is identified upon shipment receipt, please make a notation on the delivery order and maintain a copy. Please submit your formal written claim no more than 60 days after the initial loss is reported.

All of the above referenced documents will then be forwarded, on your behalf, to the carrier for their examination. All freight payments must be maintained in good standing. Payments cannot be withheld pending claim resolution.

Please note that once your formal claim has been submitted to the air, ocean or inland carrier for review it can take between 60 and 90 days for a resolution.