

## TRANSPORTATION CLAIMS

### Procedure

For memory, Erasteel has an insurance to cover all damages to our materials during transportation :

- between our sites
- and to our customers' sites.

To benefit from this insurance, please find the **procedure that shall be applied by ourselves and our customers:**

- Upon arrival, check that packing list / invoices corresponds to the material received
- If there is no time to open the packaging, **reserves must be made to the transporter** : "subject to the careful check after opening of the packaging". If no reserves are made, no transportation claim can be accepted by our insurance.
- **In case of loss or damage during transportation:**
  - 1- please inform immediately your mill contact who will notify the insurance company.
  - 2- please also file a claim immediately to the final carrier who has delivered the material

The claim may be made using any form or format but **should include:**

- the words "notice and claim for loss or damage"
- the name of the consignee
- the date
- the bill of lading number
- the name of the carrying vessel
- the full description of the loss or damage
- statement that "the carrier will be held responsible for the loss or damage"

- **Please make sure to inform all your customers about this procedure.**

Franck Nadel