



Your Container Hub to the World

Dear Valued Customer,

Transworld Shipping USA Inc. (TWS) is committed to deliver quality services to our customers, however, errors and accidents might happen that are beyond our control. In the event that your cargo has sustained loss and/or damage while under our custody, we have a simple process for which you may file a claim against your Transworld Contract of Carriage (House Bill of Lading). Our goal is to handle your claim in an effective and efficient manner whereby we will provide a firm answer, either reject of offer, with 30 days of receiving your claim.

TWS recommends that all claimants file a claim with their own insurance company in addition to submitting a claim to TWS. All claims filed with the customer's insurance company may be subrogated, in writing, to Transworld Shipping USA Inc. at the letterhead address.

Per the terms of the TWS House Bill of Lading (Contract of Carriage), the declared Limit of Liability is to maximum \$500.00 per customary freight unit (container).

To process your claim, please provide the following information:

Claimant Reference Number:	
Claimant Name:	
Claimant Capacity/Title:	
Contact Name:	
Telephone Number:	
Email Address:	
Bill of Lading Number:	
Container Number:	
Damage Cargo Description:	

Please describe either the "Extent of Damage" or "Non Cargo Damage"

Extent of Cargo Damage:	
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(Example: Number of affected pallets, cartons, pieces, etc...)

Non-Cargo Damage:	
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(Example: Demurrage, Delay at Delivery, Fines, etc...)

Type of Damage:	
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(Example: Broken/Dent, Wet Damage, Fire, Delay, etc...)

Brief Description of Incident:	
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All claims must be received with claimant signature and date

CLAIMANT SIGNATURE: _____ DATE: _____

PRINTED NAME: _____

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