

TRANSIT INSURANCE CLAIM PROCEDURE

Dear Customer(s):

Please read carefully the below details in case there is any damages found in the goods received by you following which we can clear the claims settlement procedure very fast and hassle free, and failing which we will not be able to settle your the claims for any kind of goods damages.

PLEASE NOTE THAT ONCE THE GOODS ARE DELIVERED TO THE TRANSPORTER IN GOOD CONDITION AND A CLEAN RECEIPT IS RECEIVED OUR RESPONSIBILITY CEASES, But for your convenience we will follow-up goods damage claims with the transporter if we receive your full co-operation as below and all the procedures are completed in time from your side.

- A. TRANSIT INSURANCE COVER expires within 48 hours of the goods received at the delivering station of the Transporter, Hence customers are advised to take the delivery of the goods well in the time period.
- B. Any type / Kind of claim have to be brought to notice in writing IMMEDIATELY (same Day or by next day morning).
- C. Writing of damage remarks is a MUST on the "CONSIGNEE COPY", without which the claim cannot be entered or accepted.
- D. Any type / kind of claim requires at least 30 – 45 days of processing time.
- E. METRO's Full payment has to be cleared without any debits failing which we will be free to block your credit account with us at our disposal.

1. Once the goods & documents are received at your end, keep them in your custody until you are satisfied that the goods are intact and undamaged.
2. Before handover of the documents and payments (if any) to the transporter please follow below simple steps to verify any goods damaged during transit.
3. Check and inspect that the packaging box (Wooden/Carton) is intact and that there are no wear & tear marks, all the seals and straps are intact.
4. Check if there are any outer or internal damages to the packaging or the goods inside. (Please open up the goods immediately to verify)
5. If the goods are damaged or the packaging is damaged kindly give a note of the same in LEGIBLE (READABLE) form on the DOCKET OF THE TRANSPORTER as below and make a photocopy and then only handover the documents and payment to the transporter, send the scanned copy of the docket as below to the seller. **(Example shown Below)**



Goods received in damaged condition.

Verified by Transporter
R. J. Murgabe
 Name / Sign

Received By: XYZ
Date: DD/MM/YYYY
Time: HH:MM

RECEIVED
 ABC Co. Ltd. CHENNAI
XYZ

CONSIGNEE COPY

6. Secondly inform the Shipper (METRO) with duly filled up claim form and necessary photographs immediately or latest and LAST by next business day AFTERNOON. (Claim form available on website www.metro-rajkot.com and upon request from Logistics Department).

PLEASE Note carefully all the steps as mentioned above, failing which we will not be able to put up your claim of goods damage with the transporter and it will be denied the payment both by the transporter and the Insurance company.

Looking forward to your best co-operation and assuring you of our best support and service.

Regards,

Sd/-

Gautam Patel

M.D. - Operations

METRO GROUP OF COMPANIES

PLEASE NOTE BELOW DETAILS:

1. As per Incoterms 2010 (EXW) in effect Metro takes no responsibility of the goods, once the goods are given in good packaged condition and a clean receipt is received from the transporter.
2. Any damage claims have to be intimated in writing to the seller immediately (in writing) same day or by Next day morning).
3. Transit Insurance is the responsibility and liability of the Buyer (Customer), upon request we will arrange to cover the same on your behalf with additional service charges. We recommend the insurance be taken by the customer from their side as it gives speedy claim settlement and is hassle free, Timely intimation of dispatch will be provided for the insurance cover.
4. We will try our best efforts to get the Certificate of Facts as quickly as possible from the Transporter which will enable you to file the Damage claims with your insurance company.
5. It is the duty of customer to provide all the necessary details of their insurance cover to the seller for In-transit documentation procedure until which the goods cannot be dispatched from the seller's warehouse.
6. Claims are directly settled in Buyers account hence buyer is liable to pay the full amount of the goods in question to the seller in the stipulated credit period arrangement with the seller, failing which the seller has the right to claim the outstanding amount with interest and penalty.
7. Remarks on the consignment note are a MUST and any claim will not be accepted without the same either by the seller, transporter or the Insurance Company & its surveyors.
8. It is the duty of the customer to retain and keep the damaged goods and the packaging in a safe place in AS IS condition until the survey of the damaged goods is done by the Insurance Company.
9. Any wrongful doing, malign practice, misrepresented claims are dishonored by the insurance companies; hence customers are requested to keep all documents, evidences in good faith and proper conditions.