



Ready for Claim

When you file a claim with SAS Cargo, please register the claim at www.sascargo.com

Note SAS Cargo's conditions for Carriage for Cargo and submit supporting documents preferably in an electronic format- to your claims contact.

To assess your claim properly we need the following documentation/information:

- ✓ Copy of AWB
- ✓ Specification of claim
- ✓ Commercial invoice
- ✓ Packing list

If applicable:

- ✓ Damage report
- ✓ Delivery receipt
- ✓ Survey report
- ✓ Repair invoice
- ✓ Proof of destruction
- ✓ Letter of subrogation if
Claim rights have to be
transferred to 3. Part.

Time limits

A claim needs to be filed/registered not later than:

- Damage/partial loss – 14 days from receipt of the goods
- Delay – 21 days from date when the goods were ready for delivery
- Total loss – 120 days from date of issue of AWB

Note: Maximum liability for Carriers is 19 SDR/kg. Please check for insurance

Thank you very much!