



READY FOR CLAIM

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

Note SAS Cargo's General Conditions of 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 22 SDR/kg valid per 28. December 2019.
Please check for insurance.*

Thank you very much!