

CLEAR FORM 



Standard Loss and Damage Claim Presentation Form

Important Instructions

The following documents must be submitted in support of this claim:

1. Waybill for shipment
2. Commercial Invoice/Sales Receipt/Purchase Order for entire shipment
3. Invoice for repair of goods listed above (if applicable) – if unrepairable, a third-party assessment or technician report detailing the extent of the damage and why item is unrepairable must be provided.
4. Photographs of outer packaging and damaged articles (for physical damage)

All claims must be filed directly with: **claims@aeronet.com**

or

**Aeronet Worldwide
P.O Box 17239
Irvine, CA 92623
Attn: Claims Manager**

A claim will be considered properly presented only when the information and documents requested on this form have been submitted.

Requirements and Guidelines:

1. In the case of visible damage or shortage, a formal written claim must be made to the forwarder within 90 days after the delivery of the shipment. Damages or shortages must be notated on delivery receipt.
2. In the case of a lost shipment, a formal written claim must be made to the forwarder within 90 days after the date of the shipment.
3. In the case of concealed damage or shortage, notification must be furnished, in writing, to the cargo claims department within 15 days of delivery of the shipment.
4. Time limits for claims on international shipments are subject to standard LATE Rules and Regulations as established by the Warsaw Convention.
5. All claims must be submitted in writing, with all supporting documents, within the above-specified periods, or they will be invalid under the terms of existing tariffs.
6. Any supporting documents requested after claim is filed need to be provided within 30 days or it will result in claim closure / denial.
7. Keep all merchandise in its original shipping container with packing material for 30 days after notifying Aeronet in writing of damage for inspection.
8. **Important: No claims for loss or damage to the shipment will be concluded until all transportation charges have been paid in full. The amount of claims may not be deducted from transportation charges.**

Refer to Aeronet's Conditions of Contract for full claim/liability guidelines