



# Cargo Claim Procedure

We are sorry that you have experienced a cargo loss.

You may submit a claim online or send your claim letter along with supporting documentation to [claims@sevensseasins.com](mailto:claims@sevensseasins.com).

Contact us by phone should you need guidance (561) 840-2955.

1. Notify the Transportation Carrier of the loss or damage.  
Concealed damage must be reported within 3 business days of delivery.
2. Submit your claim online or complete the claim letter indicating:
  - The dollar amount of claim
  - A description of the loss and any other details pertaining to the cargo in question
  - Clarify if cargo was lost, damaged, or both.
  - Also indicate if cargo can be repaired.
3. The following supporting documents need to accompany the claim letter:
  - Bill of lading or air waybill
  - Delivery receipt(s)
  - Invoice highlighting the damaged/short items
  - Photos of damages for claims exceeding US\$750.00
4. Copies of the following documents may also be required if applicable:
  - Estimate of repair
  - Independent survey
  - Condemnation or dumping certificate

Depending on the type and extent of loss, other documents may be required.

Damaged goods must be retained for presentation at time of settlement

To ensure no delays in the processing of your claim, please provide relevant information to support your loss. Prompt notification for concealed damages is also essential.

Claims supported by proper documentation will be settled within thirty (30) days of receipt.