

MAINFREIGHT

CLAIM FILING INSTRUCTIONS

If you wish to file a claim for any shipment transportation on a MainFreight Waybill, please download the Claim Form and complete it. File the claim with all supporting documents.

It is strongly recommended that you include the following documents with the claim forms, which will speed up our investigation of the claim:

1. Copy of our Air Waybill
2. Copy of Invoice or any other document to establish the value of goods
3. Delivery Receipts
4. Repair Costs/Estimates (Received)
5. Photographs if possible

If the claim is for damages, please do not discard the packing materials or attempt to repair the damaged items without our approval, as we may have to appoint inspectors to conduct inspection and determine the extent of loss/damage.

It is our commitment to resolve all claims within the shortest possible time we would request that you forward to us all documents in one package. Please call us if you require any assistance with the claim.

Claim must be sent to our Corporate Office, Attention: Claims Department

Nothing aforesaid should be construed as an admission of liability on our behalf or on behalf of our underwriters, all rights under our HAWB are reserved and protected. No waiver is granted and/or implied.