



Ready for Claim

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

Note SAS Cargo conditions of Carriage 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 | If applicable: | ✓ Damage report |
| ✓ Specification of claim | | ✓ Delivery receipt |
| ✓ Commercial invoice | | ✓ Survey report |
| ✓ Packing list | | ✓ Repair invoice |
| | | ✓ Proof of destruction |

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 SAS Cargo is 19 SDR/kg. Please check for insurance

Thank you very much!