



Overview of the FreightGuard Service Guarantee

Dear Valued Customer,

The FreightGuard Service Guarantee is not insurance but a cost-effective warranty that provides for limited liability compensation to the customer for lost or damaged goods. This program has a maximum liability per consignment according to the applicable FreightGuard Service Guarantee option applied and related charge.

As carriers limit their liability in the event of loss or damage when cargo is consigned with them, the FreightGuard Service Guarantee was developed as a warranty against loss or damage while the goods are in the care and control of the carrier subject to the terms and conditions of the FreightGuard Service Guarantee.

A copy of the terms and conditions is attached for your information.

The main terms which need to be considered are:

1. Claim Limitations

- Only one (1) claim can be submitted per waybill.
- Claims are limited to the maximum amount payable under the applicable FreightGuard Service Guarantee option and the relevant FreightGuard fee paid on the consignment.

Please note: the FreightGuard Service Guarantee does not replace your own insurance cover and it is advisable that insurance is purchased from your own Insurer for consignments with a value that exceeds the maximum limit of liability under the FreightGuard Service Guarantee.

2. Submission Timelines

Damage

- Clean POD: if the proof of delivery is signed that the goods were received in good order, the claim must be submitted within 24 hours of the delivery date.
- Endorsed POD: if the proof of delivery is endorsed, indicating the details of damage, the claim should be submitted within 14 days of the delivery date.

Loss

- In the event of a claim for non-delivery of a consignment (a loss), the claim should be submitted within 14 days of the waybill date.

Short Delivery

- Clean POD: if the proof of delivery is signed that the goods were received in good order, the claim should be submitted within 24 hours of the delivery date.
- Endorsed POD: if the proof of delivery is endorsed for short delivery, the claim should be submitted within 14 days of the delivery date.

Please note: these time frames also apply if Seabourne has been notified in writing by the claimant that a claim will be lodged even if the claim has not yet been submitted.

3. Exclusions

- The Service Guarantee is limited to loss or damage only and does not cover consequential loss or damage for freight, customs charges incurred or any unrelated costs.
- Freight charges for the consignment being claimed for are not covered by the FreightGuard Service Guarantee.
- Please refer to section 11 (points a to k) for full details surrounding the FreightGuard Service Guarantee Exclusions.
- Please take note of the items listed as excluded goods under clause 11(d)(i) of the FreightGuard Service Guarantee Terms and Conditions.


4. Assessment

- All claims are assessed according to the Terms and Conditions of the FreightGuard Service Guarantee.
- Valid claims are compensated at the cost of goods and not the sales price – this means the amount paid by the Claimant to the supplier or manufacturer of the goods related to the claim.
- Unbiased and independent administration service for customers.

5. Packaging



- Packaging of goods needs to be adequate for road transport which means that all care needs to be taken by the sender (shipper) to reduce the risk of damage to the goods while being transported.

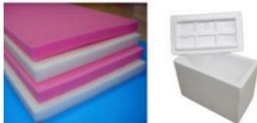
Composition of Packaging

<p>Outer Packaging Example: envelope, plastic bag / flyer, single-walled carton box, double-walled carton box, wooden box etc.</p>	
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The type of outer packaging used for the consignment needs to take into account the nature of the goods consigned, as well as the weight and fragility of the cargo.

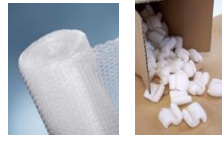
Did you know?

<p>Single-walled Carton boxes are usually used in domestic transportation, depending on the nature of the goods.</p>	<p>Double-walled Carton Boxes are usually used in international transportation.</p>
	

<p>Inner Packaging: The material used for protecting the content from being damaged by vibration and/or movement during road transport. Example: EPE sheet, foam / polystyrene box etc.</p>	
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Cushioning:

Material used for filling up the space between the product and the box to avoid the content from moving inside the outer packaging (i.e., carton box). Example: bubble wrap, polystyrene chips etc.



Bubble wrap and polystyrene sheeting is suitable only as internal cushioning to prevent surface scratches and scuffs and should not be used as the sole packaging of a consignment.

Did you know?

Recommended thickness of buffering material:

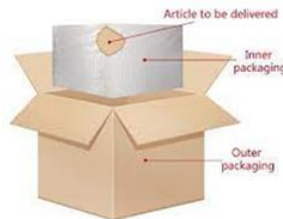
Weight of Consignment	Thickness of Buffer
0 – 3 kg	2 cm
3 – 5 kg	3 cm
5 – 10 kg	5 cm
10 – 15 kg	6 cm
15 kg +	8 cm

FreightGuard has Packaging Standard Guidelines documents for several types of commodities that can be made available upon request.

6. Claim Submission Process – How to lodge a claim

When submitting a claim, the following should be provided by the claimant:

- A supplier cost price invoice showing what was paid for the goods or the manufacturing cost.
- The waybill for the consignment.
- Photographic images if the claim is for damage or short delivery:
 - photos for short delivery need to show that less than the consigned number of items was delivered or evidence of tampering if goods are missing.
 - photos for damage should show the outer packaging (e.g., carton) as it was received; photos of the inside of the packaging (e.g., bubble wrap) before items are removed and photos of each of the damaged item/s.



Documents required from the carrier for submission of a claim:

- POD for damage and short delivery claims.
- Incident reports (if available).
- Freight invoice if FreightGuard is unable to establish from the monthly billing reports that the FreightGuard fee has been paid on the consignment.
- A written confirmation of the date on which Seabourne was notified of the claim.

The claim should be logged at <https://freightguard.force.com/s/new-claim?vCarrierPrefix=SBE>.

The claim form is easy to use with explanatory bubbles if needed. There is also a guideline document available upon request.

Please note:

- The claimant – please enter company / person details.
- The contact person is the individual logging the claim with the persons email address.
- Do not enter the branch information in these fields.

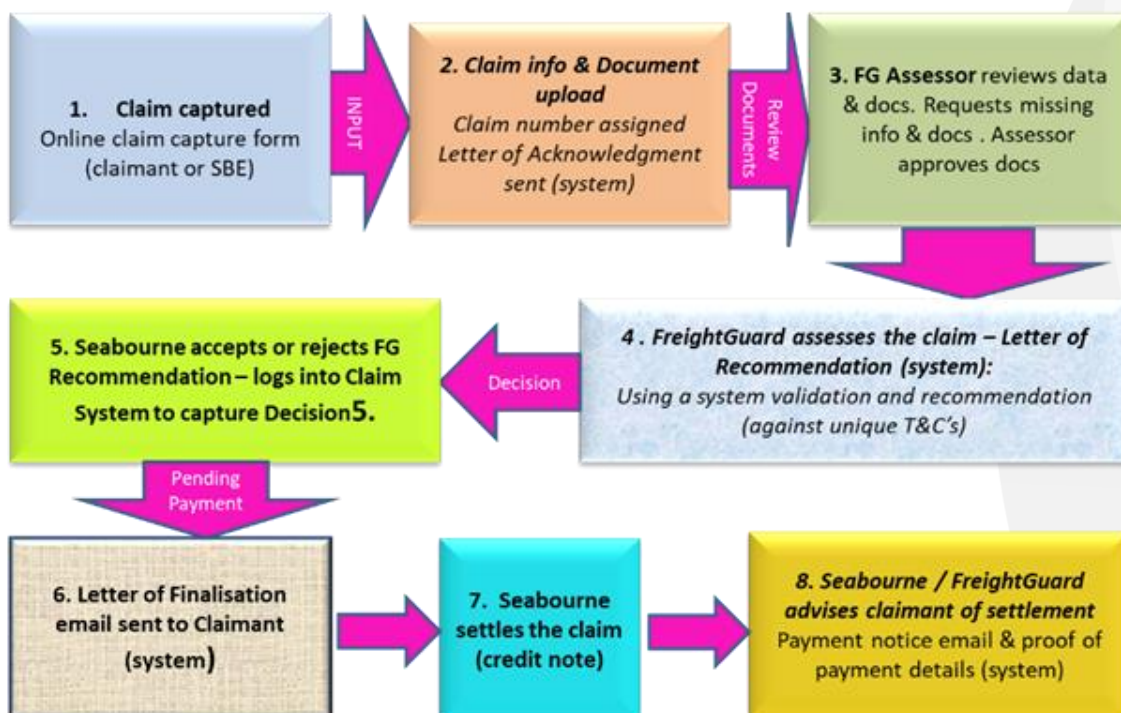
Once all the information regarding the claim has been captured, a screen will pop up giving the claim number. At this point, the documents can be uploaded to the claim.

Please ensure that you have all the required documents ready to be uploaded before you start logging the claim. You will have 8 minutes to upload the documents.

If you are unable to complete the upload in that time, an error message in red will show advising that you have one further chance to upload the documents. Follow the instructions in the message to do this and you will receive a further 8 minutes.

The FreightGuard claims system automatically generates a letter of acknowledgment which is sent to the claimant after one hour.

 **FREIGHTGUARD CLAIMS PROCESS FLOW CHART**



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