

CLAIMS ATTENTION ONE LINE - PERÚ

Local Process:

1. When the client detects potential claim or incident, you must send us a warning letter of loss or damage, indicating the following basic information such as:

- Ship
- Number of trip
- Date of Incident
- Port or Place of Incident
- Container Number
- BL number (M)
- Type of incident or damage

2. ONE LINE together with the P&I representative (mutual insurance of the shipping company) will evaluate if proceed to coordinate an Inspection.

The shipping company will ask the customer for data of the plant or warehouse, person in charge, contact information, etc., to coordinate the inspection with the presence of the client, its insurance liquidator and the shipping inspector as appropriate.

3. In case that the affected client activates his insurance, he must send a copy of the notice's letter of loss or damage to his Insurance Company, in order to the insurance company assigned an Adjuster / Liquidator to attend the cargo inspection.

4. For greater fluidity in the attention of a claim and speedy action, ONE LINE by global protocol attends its claims in the ports of discharge, where there is evidence available of the damage for inspections and reports.

Therefore, if the claim was related to an export please follow the procedure contacting ONE LINE offices at destination.

5. In case of loss or damage, total or partial, is the client and / or its Insurance Company that must manage the mitigation by making the salvage being that the client and / or insurance company is obliged to minimize the alleged damages in accordance with the provisions of article 1327 of the Peruvian Civil Code.

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Claim Management:

1. The claims área of ONE LINE shipping company, will receive notices of loss or damage and the subsequent final claim already valued via email at the address: pe.ops@one-line.com
2. The duration of the investigation will depend on the type of loss or damage, as well as the complete collection of records of all the parties involved (client, ship, port of shipment, port of unloading, carriers, etc.)
3. After the investigation stage over, the Client must send a Formal Valuation Claim that consists of a formal letter (on letterhead) attaching the following documents:

- Copy of Original BL
- Commercial cargo invoice
- Packing list
- Inspection Report with photos and evidence of damage
- Calculation of the claim (include invoice of the mitigation / sale of rescue)
- Certificate of destruction (if applicable).
- Support of all claimed costs.
- Document of authorization and / or assignment of rights (if applicable).

The formal letter and attachments can be sent initially via e-mail, but then they must be sent physically.

4. Following the current regulations, the shipping company is obliged to respond to claims until 1 year from the date of discharge - Article 963 °, paragraph 2, of the Commercial Code.
5. The P&I representative in Peru will contact the client to present the conclusion of the investigation, indicating if compensation should be made or if, on the contrary, the claim is rejected as there is no liability on the part of the shipping company.
6. Compensation payments will be directly managed by the P&I representative to the complaining client or to their cargo insurer.
7. The payments mentioned in the previous point are made against the delivery of a Receipt & Release (Receipt & Release) duly signed by the client, the payment is made by non-negotiable management check payable to the order of the client or his company insurance. The text of the mentioned Receipt and Settlement will be provided by the P&I Correspondent.