

STANDARD CLAIMS PROCESS - ROYEDGE

STANDARD CLAIMS PROCESS

Purpose:

To ensure all loss, damage, or service-related claims are handled fairly, efficiently, and in accordance with industry best practices and RoyEdge Shipping Enterprises's operational policies.

1. Notification of Claim

- All claims must be reported in writing to RoyEdge Shipping Enterprises within 48 hours of cargo delivery or the occurrence of the incident, whichever comes first.
- Notification must include the shipment tracking number, invoice number, and a brief description of the issue.

2. Submission of Supporting Documents

Within **3 business days** of notifying RoyEdge Shipping Enterprises, the claimant must submit:

- Proof of delivery (POD) or delivery receipt.
- Photographs of the damage or discrepancy (if applicable).
- Commercial invoice and packing list.
- Any other relevant evidence (e.g., police report, weighbridge ticket, etc.).

3. Acknowledgement of Claim

- RoyEdge Shipping Enterprises will acknowledge receipt of the claim in writing within **2 business days**. The acknowledgement will include:
 - A unique claim reference number.
 - A summary of the claim as received.
 - The expected investigation timeline.

4. Investigation

- RoyEdge Shipping Enterprises will review the documentation, interview relevant staff, and inspect any returned goods where applicable.
- In cases involving carriers, warehouses, or third parties, RoyEdge Shipping Enterprises will liaise directly with them as part of the investigation.
- The investigation period will typically take **7–21 business days** depending on the complexity.

5. Resolution

- Once the investigation is complete, RoyEdge Shipping Enterprises will provide:
- Approval of claim with details of compensation amount and settlement method, or
- Rejection of claim with a clear explanation and supporting evidence.

6. Settlement

- Approved claims will be settled within 7 business days of agreement on the compensation amount.
- Payment will be made via bank transfer, account credit, or another agreed method.

7. Limitation of Liability

- RoyEdge Shipping Enterprises's liability is subject to the limits specified in the user agreement.
- Claims not submitted within the stipulated time frames will be considered null and void.

8. Record Keeping

- All claim files (including correspondence, evidence, and settlement records) will be retained for a minimum of 2 years for audit and compliance purposes.