
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 Sealcore's operational policies.

1. Notification of Claim

- All claims must be reported **in writing** to Sealcore 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 Sealcore, the claimant must submit:
 1. Proof of delivery (POD) or delivery receipt.
 2. Photographs of the damage or discrepancy (if applicable).
 3. Commercial invoice and packing list.
 4. Any other relevant evidence (e.g., police report, weighbridge ticket, etc.).

3. Acknowledgement of Claim

- Sealcore 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

- Sealcore will review the documentation, interview relevant staff, and inspect any returned goods where applicable.
- In cases involving carriers, warehouses, or third parties, Sealcore 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, Sealcore 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

- Sealcore'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.