

Claims procedure 2023

This document entails details concerning the rules in order to process a potential claim of a quay to quay shipment in an adequate and timely manner. The provisions contained herein apply in addition to the provisions of the General Terms & Conditions of A2B-online Container B.V.

Damage to a unit upon collection from terminal

Alleged damage to the unit at its collection must be reported by the driver at the relevant terminal gate. The damage must be reported via interchange (e.g. outgate document, unit condition note, etc.) and is mandatory to be countersigned by personnel from the relevant terminal.*

A copy of this interchange must be accompanied with your eventual claim to our claims department.

Initial report of damages and the claim:

The initial reporting of any damage and/or claim must be sent to our claims department (claims@a2b-online.com) within 7 calendar days upon the date which you became or should have become aware of the alleged damage to the unit and must contain the following information:

- unit number;
- images of the damage;
- interchange, countersigned by the relevant terminal.*

Filing a claim (with full documentation):

Full documentation in regards to a claim must be sent to our claims department as soon as possible though latest within 28 days after the date the damage was reported and must contain the following:

- the information mentioned in "Initial report of damages or claim";
- nature, extent & exact location of damage;
- evidence of unit condition prior to receipt for shipment;
- repair estimate, costs of labour and material per item specified.

A2B-online Container B.V. will register, handle and acknowledge the receipt of supposed claim. The file number provided in this confirmation must be referred to in all future correspondence.

Without the information mentioned above, we cannot take the supposed claim into consideration.

* Exception: In case of collection from ABP Immingham: no interchange will be handed over by the terminal.

Not accepted:

- Damage notifications after leaving the terminal.
- Pictures of the damage made by the driver without an interchange.*
- Interchanges which are not countersigned by personnel from the relevant terminal.*
- Damage reports other than interchanges from the relevant terminal.
- Consequential cost and/or loss resulting from a claim.
- Claims based on picture requests.
- Higher than market-based hourly rates (max €37,50 per hour for dry bulk, max €48 for tank containers, max €55 for reefers (price level 2022))

Time bar:

In all cases, your claim is subject to a time bar. You must provide the initial damage report within the 7 day period. Full documentation must be filed within the following 28 days period. If your claim should remain unresolved after twelve (12) months (and eight (8) months in case of customs services) from the date of arrival of the unit, you must request A2B-online Container B.V., in writing and 3 months prior to the expiration date, for a time extension. If you do not fulfil these steps, your (potential) claim will be time-barred and therefore our obligation to handle your claim will expire automatically.

In the meantime, we emphasise that it is not permitted to deduct claims in relation to invoices as already specified in Article 8.4 of our General Terms & Conditions.

We trust this information will enable you to process a claim with A2B-online Container B.V., but if you have any questions, please do not hesitate to contact our claims department.

We thank you in advance for your cooperation.
Kind regards,

A2B-online Container B.V.
Claims department
claims@a2b-online.com