

TERMS &  
CONDITION FOR  
FREIGHT &  
TRANSPORT

(As amended up to & effective from 01-April-2014)



**PRAMUKH STEEL INDUSTRIES**

KATHWADA G.I.D.C,  
AHMEDABAD, GUJARAT,INDIA.

Web Site: [www.pramukhginningmachine.com](http://www.pramukhginningmachine.com)

Email: [pramukhgin@gmail.com](mailto:pramukhgin@gmail.com)

**GENERAL TERMS & CONDITIONS FOR FREIGHT DAMAGES**

(As amended up to & effective from 1-april-2017)

**1. CHECK GOODS BEFORE TAKE DELIVERY FORM PORT OR GODOWN :**

- a) When your goods arrive first, check them after landing in the storage room.
- b) If you find any goods to be damaged, report the goods to the agent as well as the shipping line and supplier.
- c) When you take delivery of the goods, you will mention in the receipt that the goods are damaged, and then sign the receipt.

**2. CLAIM AGAINST THIRD PARTY – RECOVERY OF DAMAGE GOODS:**

- a) If your goods have been damaged by shipping, or by railway companies, or by a transport company, please let everyone know in writing before taking the goods.
- b) It is equally important to report this to the customs officer and at the same time, the warehouse owners, and the surveyor should be informed in writing.
- c) If you realize that the goods are damaged, you should take care of this matter within 3 days of delivery so that the time to complain is not lost.
- d) Now you put the damaged goods to the side.
- e) Take the surveyor or the person who delivered the goods with you and report the damaged goods.
- f) Now ask for written confirmation of the damage of the goods.

**3. CONTACT BROCKER REGARDING DAMAGE OF GOODS :**

- a) Now you call the local surveyor / make an appointment so that they can inspect your damaged goods.
- b) Contact your Insurance company and inform them regarding damage material.
- c) A survey must be conducted by a local surveyor so that there is no further inconvenience.
- d) Email us for the name and address of the appropriate surveyor in your region.

**4. SUPERVISION OF GOODS / PACKING**

- a) Keep the damaged goods aside until the surveyor arrives so as not to cause further damage.
- b) Maintain packing of goods without any damage.
- c) Once the surveyor arrives and checks you start preparing the claim documents.

**5. CLAIM DOCUMENTATION**

- a) Now deliver all the claim documents to your broker.
- b) Sent Original Documents with Claim Invoice and packing list.
- c) Original insurance paper.
- d) Certificate of origin.
- e) Surveyor original report which mention about damage material.
- f) Original Bill of landing.
- g) Original Gate pass (enter or exit material).
- h) Railway consignment notes.
- i) Transport copy original.
- j) Original Bill of supplier with packing list.
- k) Companies letter head, and copy of carrier reply,
- l) Issuing claim invoice with your bank details.

**6. Repair cost :** The repair of a damage covered under your insurance policy must be at cost price, excluding any profits. Therefore, reasonable hourly rates and original costs are applicable.

**7. Proof of goods :** If the surveyor does not come or the surveyor is delayed, you can take a photo of this damaged material which is more effective for writing long text.

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