



## BTX Global Logistics - Cargo Claim Form

TO BE COMPLETED BY THE CLAIMANT

*Please mail or email this report with supporting documents to BTX Global Logistics, Claims Department  
12 Commerce Drive, Shelton, CT 06484  
(203) 925-5905 or (877) 289-2471  
claims@btxglobal.com*

Date of Report: \_\_\_\_\_ Your Ref. # \_\_\_\_\_

Company Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Shipper: \_\_\_\_\_ Consignee: \_\_\_\_\_

Insured/Declared Value: \_\_\_\_\_ Invoice Amount: \_\_\_\_\_

Certificate of Insurance #: \_\_\_\_\_ BTX Air Bill #: \_\_\_\_\_

Date of AWB: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Date of Delivery: \_\_\_\_\_ Date of Discovery: \_\_\_\_\_

Weight of the Damaged/Missing Goods: \_\_\_\_\_ Description of Goods:  New  Used  Refurbished

Description of Shipment/Cargo (Container #, Number of Boxes, etc.): \_\_\_\_\_

Location of Goods: \_\_\_\_\_

Describe Damages: \_\_\_\_\_

Amount of Claim: \$ \_\_\_\_\_ Do You Have Your Own Cargo Insurance?:  Yes  No

The Following Claim Documents need to be Submitted:

- |   |   |
|---|---|
| <input type="checkbox"/> Commercial Invoice (actual cost of goods)  | <input type="checkbox"/> Packing List   |
| <input type="checkbox"/> Photographs (important to determine claim) | <input type="checkbox"/> Repair Bills/Estimates (outer carton as well as damaged goods) |
| <input type="checkbox"/> Survey Report                              | <input type="checkbox"/> Other  |

Claimant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

**General Time Limitations for Filing Claims (Always Refer to the Air Waybill or Bill of Lading for Specific Time Limitations):**

- Claims for loss or damage must be filed in writing with Forwarder within 14 days after the date of acceptance of the shipment by BTX.
- Claims for concealed loss/damage must be reported to the Forwarder in writing within 2 business days after the date of delivery, with privilege to the Forwarder to inspect the container(s) and contents within 15 days after receipt of such notice.
- No claim will be processed for payment until the air way bill is paid in full.