

# Cargo Claims Advice



**Westland Milk Products**  
Hokitika · New Zealand

*Nourishment made beautifully*

# Westland Milk Products – Cargo Claim Procedure

**Please follow the below guidelines as you deal with any potential damages or loss, it is crucial that you notify us as soon as possible with full details and photographic evidence.**

## **RECEIPT OF GOODS:**

- Always inspect thoroughly for damage.
- Short delivery – count the packages.
- Do not give a clean receipt. Endorse the delivery docket as “Goods Damaged”.
- Re-taped packaging is a sure sign of pilferage – check contents.
- Photos should be taken at the time of cargo delivery or unpacking – preferably while still “in-situ” within the delivery container, truck load.

## **UNPACKING:**

- Unpack or open packaging to inspect goods as soon as possible for hidden damage.
- Keep packaging/ damaged bags for inspection.

## **NOTIFY US**

- It is very important that Westland are notified within 14 days upon unloading on any damage's issues. Delay in notifying us may jeopardise a cargo claim, and/ or have it rejected for credit note.
- Provide evidence photos and Ensure photos are taken as early as possible, preferably while goods are still in container or delivery truck.

## **DISPOSAL:**

- We require disposal to have cut/ripped defaced packaging so it cannot be intentionally re-used in the prevention of fraud and as part of our Food Defence programme.
- Evidence of disposal is required. This can be in the form of an official disposal/destruction certificate or photographic evidence of appropriate disposal.

## **NOTIFY YOUR INSURER:**

- Notify your own insurer as soon as possible and follow any guidelines or instructions provided.

## **JOINT SURVEY:**

- Phone the responsible Carrier and invite them to a joint survey inspection with the surveyor appointed by our Insurer.
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## **MINIMISE LOSS:**

- Take such reasonable action to prevent further loss. Act as if uninsured.

## **WESTLAND NEXT STEPS:**

- The Westland Team will follow our Cargo Claims Process as soon as we receive your completed complaint form.
- Our first step will be filed an Initial Notice of Claim on the transport supplier involved.
- Once we have evaluated the potential value of your claim, we will be in touch to discuss the next steps in the cargo claim process.