

DERRY BROS SHIPPING LTD - CLAIMS PROCEDURE

Below is the procedure that must be followed by customers if you wish us to pursue on your behalf a claim against a provider for damage to your vehicle or trailer during shipping. Please note, in agreeing to pursue a claim, we are not accepting any liability for any loss or damage and are acting as an intermediary only.

- All drivers must obtain a damage report, the equivalent documentation from the provider or acknowledgment of the damages from the ferry provider **BEFORE** they leave the port. **Failure to do so will invalidate any claim against the provider.**
- If the vehicle was unaccompanied, the report must be done before any attempts to move or load the vehicle. **Failure to do so will invalidate any claim against the provider.**
- **If you leave the port without reporting the damage to the port staff, any claim against the provider will automatically be rejected.**
- All drivers must obtain their own photographic evidence of the damage **BEFORE** they leave the port. If the vehicle was unaccompanied, photographic evidence must be collected before attempting to move or load the vehicle. **Failure to do so may result in an unsuccessful claim against the provider.**
- All damages or claims must be reported in writing to bookings@derrybros.com and accounts@derrybros.com **on the day of the incident or upon collection of the vehicle from the port in the case of unaccompanied vehicles.** Damages reported on a call will be noted, but a request will be made to report the damage to the above email addresses to validate the claim. **Failure to do so will invalidate the claim and we will not be able to pursue a recovery for you from the provider.**

Information required to initiate the claim – Please include the below in the email (to be sent to bookings@derrybros.com and accounts@derrybros.com on the day of the incident or upon collection of the vehicle from the port in the case of unaccompanied vehicles, notifying us of the damages.

- Booking Reference.
- Shipping Provider.
- Vehicle Registration/Trailer Number.
- Date Reported to Port (and the name/position of the individual within the port that the damage was reported to, where possible).
- Statement from Driver or Collecting Driver relating to the damages and how the damages occurred if known.
- Damage report, the equivalent documentation from the provider or acknowledgment of the damages from the ferry provider.
- Photographic Evidence of the Damages (Photographs must be taken before leaving the port if the vehicle is accompanied, if unaccompanied these must be taken before moving or loading the vehicle).
- Damage Estimate – Itemised Estimate to include labour hours and parts. This must list the net and VAT separately. **This document should be provided within 14 working days of the incident. Failure to send this document will result in delays in the process and may result in an unsuccessful claim.**
- Final Invoice for Damages – Final Invoice to include labour hours and parts for the repair of the damage sustained. This must list the net and VAT separately. **The net figure excluding VAT will be the amount paid by the shipping provider. No VAT will be included in a claim for damages. This document should be provided as soon as possible, but no**

later than 14 days after this document has been requested. Failure to send this document will result in delays in the process and may result in an unsuccessful recovery from the provider.

The financial documents above relating to damages (Estimate & Final Invoice) must come directly from the repair company. These documents will be accepted if they have been forwarded directly to us from the repair company. **No financial documents will be accepted if they are not provided by the repair company. Failure to send these documents will result in delays in the process and may result in an unsuccessful recovery from the provider.**

Successful Claims

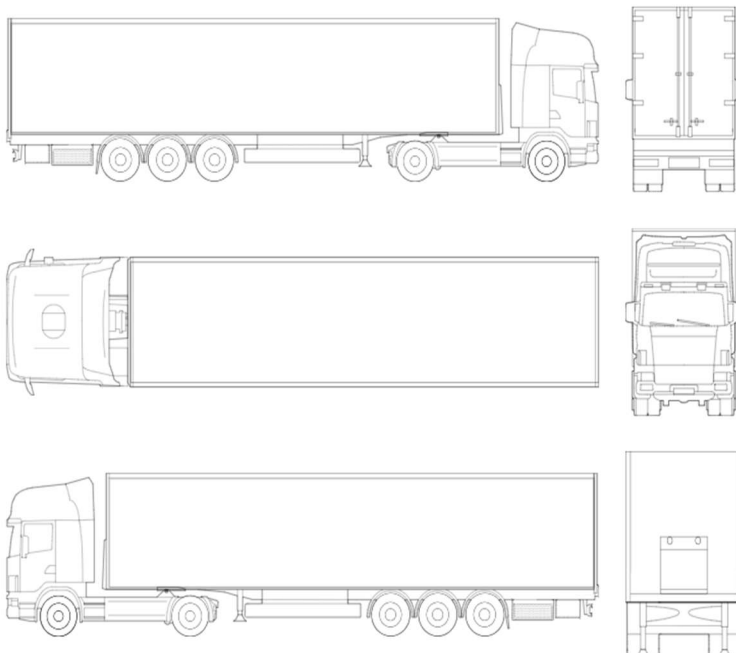
If a claim is successful, the amount paid by the shipping provider will be net of VAT. **No VAT will be paid on any claim amount.** Upon receipt of the payment from the shipping provider, successful claims will be offset against any outstanding balances on your account in line with our [Terms & Conditions](#). In the instances where there is no amount outstanding on your account, the claim payment (exclusive of VAT) will be paid upon receipt from the shipping provider – we will contact you to arrange a bank transfer.

Rejected Claims & Appeals Process

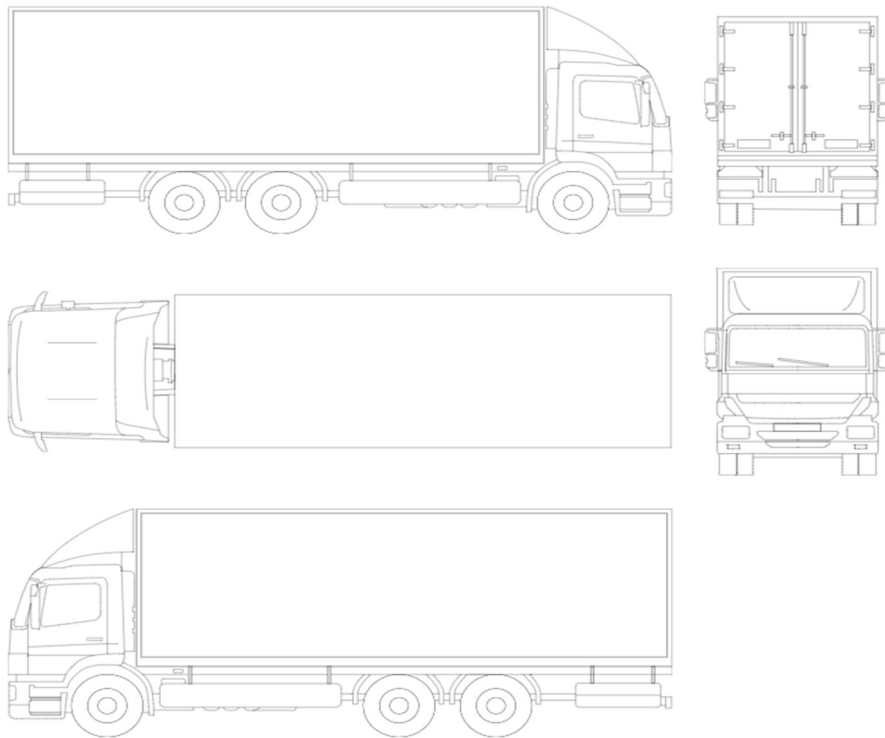
In the event that a claim is rejected, you may request that we appeal the decision in writing (in response to the email containing the decision or in a separate email addressed to bookings@derrybros.com and accounts@derrybros.com) **within 7 working days**. We will appeal the decision of the shipping provider on receipt of this email; however, we will only be able to appeal the decision **once**. If the shipping provider rejects the appeal or applies the same decision a second time, we will be unable to assist further.

Damage Locations – Please indicate the approximate location(s) of the damage on the appropriate diagram.

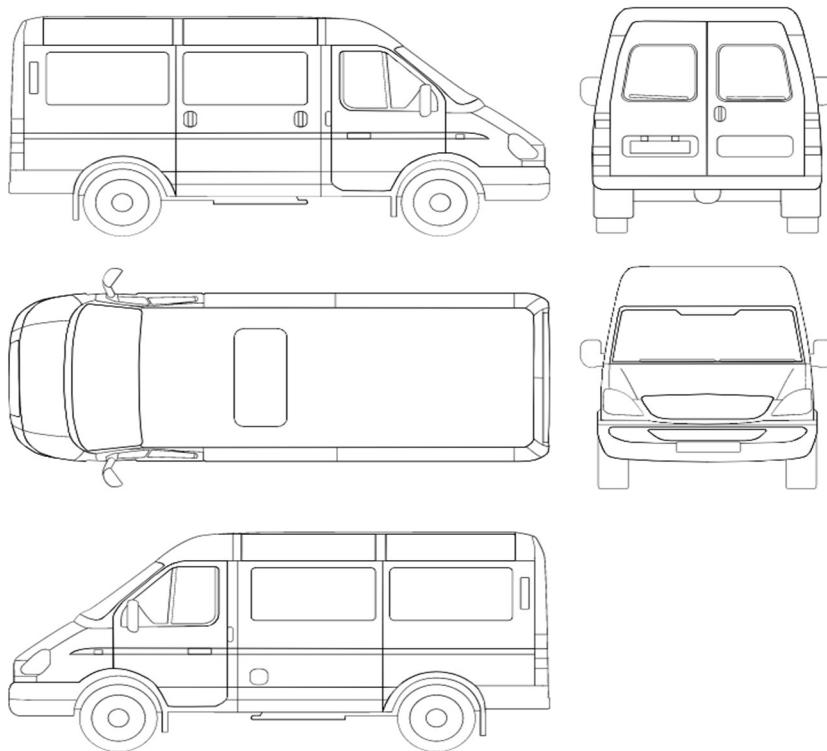
Artic



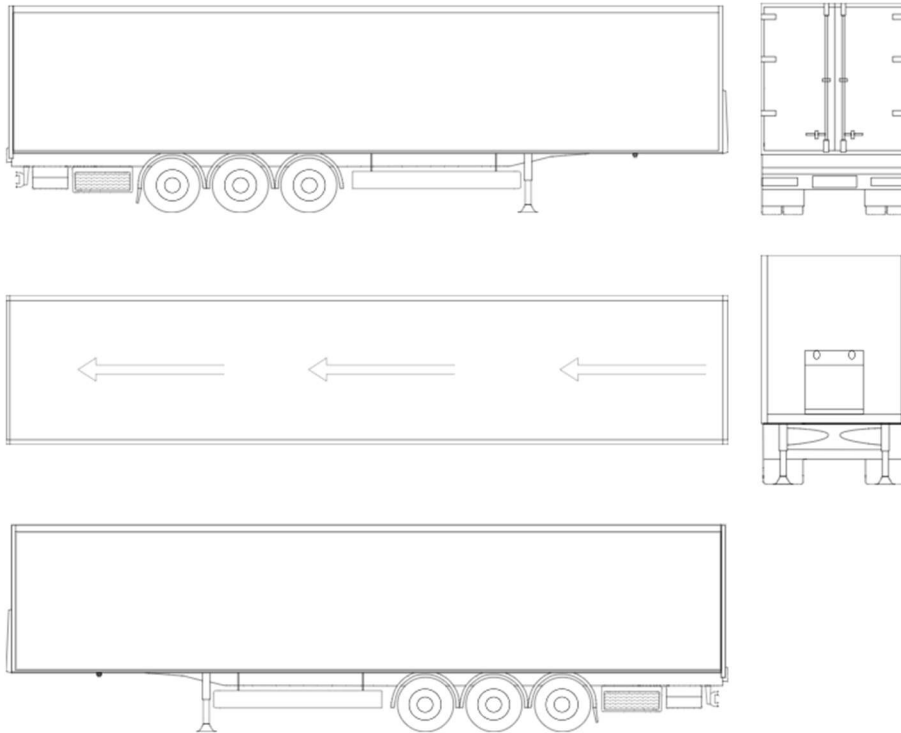
Rigid



Van



Trailer



FOR OFFICE USE		
CLAIM REF NUMBER		
CLAIM CHECK LIST	DATE	X
DAMAGE REPORT FROM DOCK		
PHOTOGRAPHS OF DAMAGE		
REPORTED TO DERRYBROS SHIPPING IN TIME SCALE		
DAMAGE LOCATION INDICATED BELOW		
ESTIMATE FORWARDED TO DERRYBROS SHIPPING		
FINAL INVOICE FOR DAMAGE		
ADDITIONAL COMMENTS		