

Hutchison Ports Europe Intermodal Claims Procedure

Dear Customer,

With this letter we would like to inform you that all commercial claims must be submitted in accordance with the Hutchison Ports Europe Intermodal (HPEI) Claims Procedure. The HPEI Claims Procedure applies to all transport and HPEI services related claims. In order to file a claim, please adhere to the instructions below. HPEI will only take claims into consideration if the following procedure is applied:

1. The claim must be submitted within 5 working days after the damage costs have occurred. You can submit your claims only in writing via:

Venlo/Rotterdam: Claims.Intermodal@HutchisonPorts.nl
Duisburg: Claims-DU@HutchisonPortsDuisburg.de

2. The Claim shall include at least the following information:
 - Order number and container number;
 - A complete and clear substantiation of the proposed claim, including a clear cost breakdown;
 - Prove of damage:
 - Proof of Payment. HPEI emphasizes that (a copy of) the invoice underlying the claimed costs will generally not suffice.
 - Expertise Report
3. You will receive a confirmation of receipt and information about the next steps.
4. Claims which are not accompanied by all necessary information are not taken into consideration by HPEI.
5. If your claim is legitimate, you will receive a claim number which should be mentioned on the invoice. Invoices without claim number will be rejected.
6. Invoices with claim number can be send to AP@ECT.nl
7. HPEI does not accept the settlement of claims with outstanding invoices.

We trust to have informed you sufficiently.

Sincerely,

Claims Department
Hutchison Ports Europe Intermodal