

# A GUIDE TO THE CLAIM PROCESS



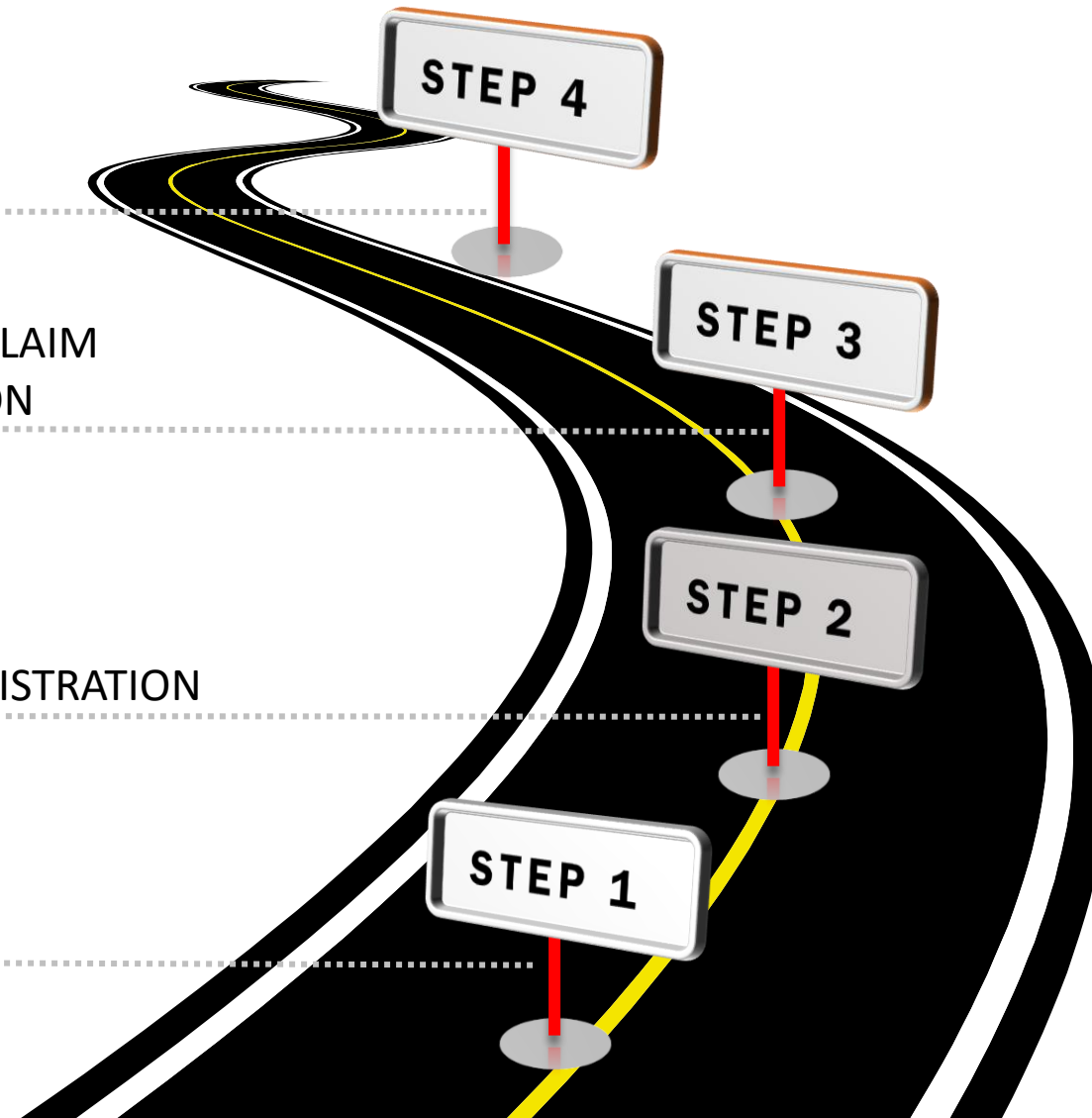
# A GUIDE TO THE CLAIM PROCESS

FINALIZATION OF THE  
CLAIM PROCESS

PROVISION OF CLAIM  
DOCUMENTATION

CLAIM REGISTRATION

IMMEDIATELY  
REPORT CLAIM



## REPORTING THE CLAIM step by step

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1. Immediately after detecting the damage, submit a complaint by completing the form:
  - Online form: <https://baltichub.com/en/for-customer/claims>
  - Dedicated form that can be downloaded in an editable form on the website in the Complaints panel: <https://baltichub.com/en/for-customer/documents-and-regulations>  
Send the completed form to: [reklamacje@baltichub.com](mailto:reklamacje@baltichub.com)
2. You will receive a case reference number, which should be entered in each correspondence.
3. Document the damage properly. Please collect e.g:
  - Photos
  - Cost calculation
  - Document confirming ownership
4. Inform the Claims Department if you are planning an inspection.
5. Focus on minimizing the effects of the damage.
6. Inform the Claims Department about planned and taken actions.

## CLAIM REGARDING CARGO DAMAGE

Information needed to consider the claim:

- details of the person submitting the complaint
- date of damage
- cargo specification
- photo documentation of cargo and damage
- statement about the incident (concerns damage that occurred at the Baltic Hub warehouse)
- document confirming ownership of the cargo
- document confirming ownership or authorization
- document confirming the extent of the damage



Use this link



[Claim Form regarding Cargo Damage](#)

# CLAIM REGARDING DAMAGE TO THE MEANS OF TRANSPORT

Information needed to consider the claim:

- details of the person submitting the complaint
- date of damage
- information about damaged property
- damage specification
- photo documentation of damage
- statement about the incident
- document confirming ownership of damaged property
- document confirming ownership or authorization
- document confirming the extent of the damage
- confirmation of repair costs incurred



Use this link



[Claim Form regarding Damage to the means of transport](#)

## CLAIM REGARDING AN INVOICE

Information needed to consider the claim:

- details of the person submitting the complaint
- invoice number
- items on the invoice
- disputed amount on the invoice
- reason for complaint
- numbers of containers included in the complaint
- other information confirming the validity of the complaint



Use this link



Invoice Claim Form

### Information needed to consider the claim:

- details of the person submitting the complaint
- reason for complaint
- date of the damage
- information about damaged property
- damage specification
- photo documentation of damage
- statement about the incident and damage report
- document confirming ownership of damaged property
- document confirming ownership or authorization
- document confirming the extent of the damage
- confirmation of repair costs incurred



Use this link  Claim Form

[\\*Use the form if you want to appeal against an entry ban.](#)

Remember that each complaint we receive is analyzed by an appropriate substantive team, which includes specialists from various departments. We consider each complaint individually.



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We encourage you to read the entire complaint procedure available on the Baltic Hub Container Terminal website:  
[Claim procedure 2024.pdf \(https://baltichub.com/\)](https://baltichub.com/Claim_procedure_2024.pdf)



If you have any questions and/or doubts regarding the processing of complaints, please contact us by phone 58 737 90 25/77 35 or e-mail: [reklamacje@baltichub.com](mailto:reklamacje@baltichub.com)

