

EGS Claims Procedure

Dear Customer,

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

- 1) The claim must be submitted within 5 working days after the costs have occurred. You can submit your claims only in writing via:
Venlo/Rotterdam: claims@europeangatewayservices.com.
Duisburg: claims-du@decete.de
- 2) The claim shall include at least the following information:
 - transport order number and container number;
 - a complete and clear substantiation of the proposed claim, including a clear cost breakdown;
 - a copy of the invoice at the basis of the costs claimed (if applicable)
- 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 EGS.
- 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) EGS does not accept the settlement of claims with outstanding invoices.

We trust to have informed you sufficiently.

Sincerely,

Claims Department
European Gateway Services