



Dear Customers

Please accept our sincerest gratitude for giving FWT logistics the opportunity to serve your business needs.

Kindly review our following service policy and procedures applicable to vehicles shipped via containers.

### **Essentials of Claim Policy**

1. Container "Combinations" insisted upon by customer but deemed risky by FWT vanning staff will be packed on "NO CLAIM" basis.
  - a. We define container "Combinations" as the group of vehicles / other items (cargo) selected to be packed together in a single container.
  - b. We define "NO CLAIM" basis as a clear understanding by customer to hold FWT logistics indemnified against any kind of delay, loss or charges that may incur as a result of damage to cargo in container during vanning and /or de-vanning.
2. FWT logistics will not be held liable for damages if customer does not inform FWT logistics staff beforehand in case particular cargo is of high importance to them and as such would require special attention during combination confirmation and vanning process.
3. FWT logistics will not be held liable for damages if yard staff is unable to complete vanning of a previously approved combination on account of unexpected risk to cargo, force majeure, natural disaster, unforeseen hardship or difference in physical dimension compared to export certificate.
4. FWT logistics will not be held liable for damage to cargo in container during vanning and /or De-vanning process if the nature of combination requires our staff to remove any body parts for example Bonnet, Bumper, Rear door, Roof rails, Tail gate etc.
5. FWT logistics will not be held liable for any damage to cargo during devanning at destination.
6. FWT logistics will not be held liable for loss of keys.
7. FWT logistics will not be held liable for minor scratches or dents during vanning and / or de-vanning.
8. FWT logistics will not be held liable for loss or theft of inner cargo for example TV/ Navigation or spares.
9. FWT logistics will compensate customers up to following maximum amount in case cargo is damaged while vanning or on sea provided conditions 1 to 8 do not apply.

FWT Logistics Co., Ltd., 2 Chome-12-5 Izumi, Ebina-shi, Kanagawa-ken 243-0437, Japan

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<b>Fixed For All Types and Models</b>			
<b>Description</b>	<b>HATCHBACK /SEDAN</b>	<b>SUV</b>	<b>VAN</b>
<b>Bumper</b>	¥ 8,000	¥ 12,000	¥ 15,000
<b>Roof</b>	¥ 12,000	¥ 15,000	¥ 15,000
<b>Fender</b>	¥ 6,000	¥ 10,000	--
<b>Glass</b>	¥ 10,000	¥ 15,000	¥ 20,000
<b>Bonnet</b>	¥ 10,000	¥ 15,000	--
<b>Back Door</b>	¥ 10,000	¥ 15,000	--
<b>Light</b>	¥ 5,000	¥ 8,000	¥ 8,000
<b>Grill</b>	¥ 5,000	¥ 8,000	¥ 8,000

#### **Claim Filing Procedure**

1. Please provide shipment Booking number, Container Number and Chassis number of vehicles at time of filing claim.
2. Please file claim within 1 week from date of arrival at destination port.
3. Please ensure that photographs showing damage are taken while vehicle is still lashed inside the container.  
Photos of vehicles taken outside the container after de-vanning will not be acceptable.
4. Photograph should be reasonably bright and should show damage clearly.

#### **Bill of Lading or Way Bill/s confirmation requirement**

1. Please be sure to check Emailed or Faxed copy/copies of Bill of Lading or Way Bill/s for any errors or omissions in detail of Consignee, Notifying party, CFS, In transit clause, Container stripping clause, Vehicles details, Final destination etc.
2. Shipper must inform relevant personnel at FWT logistics of any errors or omissions in shipment documents prior to launch of shipping manifest at destination and within reasonable time to process necessary amendments.
3. FWT logistics will not accept responsibility for any damages, delays or charges that may arise due to incorrect shipment information printed on Original or Surrender Bill of lading / Way Bill where a copy of same was provided to shipper for verification earlier.

**Cargo with height above 2.5 meter**

Please confirm with FWT staff before giving transport order or arranging it by yourself to our vanning yard.

**Cargo with width more than 2.3 meter**

Please confirm with FWT staff before giving transport order or arranging it by yourself to our vanning yard.

**Machinery or Motor Bikes**

Please confirm with FWT staff before giving transport order or arranging it by yourself to our vanning yard.

**Tanker Trucks, Cranes Trucks or Special / Emergency response vehicles**

Please confirm with FWT staff before giving transport order or arranging it by yourself to our vanning yard.

**Parts and commodity other than used cars**

Please confirm with FWT staff before giving transport order or arranging it by yourself to our vanning yard.

**Estimated time of departure and arrival of cargo**

FWT logistics will not be held liable for any damages, delays or charges that may arise due to change in estimated time of departure and arrival of cargo due to force majeure, shipping line schedule, natural disaster or weather anomaly.

**Following charges will occur in case of Inter Yard Transfer of vehicles.**

- a. RORO – Container 3500 JPY
- b. RORO – Container – RORO 3000 JPY
- c. Container – RORO 2000 JPY
- d. Container – RORO – Container 5000 JPY
- e. Container Standard yard out 2000 JPY

**X-Ray or Physical Inspection after De-Vanning**

For customers ordering shipment of LCL cargo (Mix Shippers and Consignee) to any destination, please note that X- ray, container shifting, physical inspection and/ or De-Vanning charges where applicable will be equally distributed among the shippers for such container.

Thank you and best regards  
**FWT LOGISTICS CO., LTD.**

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