

OVERSEAS TRADE Co, Ltd, d.o.o.

Kovinska 20
HR - 10090 Zagreb

uprava: +385 (0)1 3454 777
služba za korisnike: +385 (0)1 3454 555
fax: +385 (0)1 3453 140
e-mail: overseas@overseas.hr

www.overseas.hr

DAMAGE CLAIM DOCUMENTATION

1. **DAMAGE CLAIM** – a memo addressed to Overseas Trade Co Ltd. which has to contain:
 - shipment pick-up date
 - full data on consignee
 - shipment number (bar code)
 - reason for damage claim (damage, loss)
 - value of damaged / lost shipment

ATTACHMENT

2. **Copy of the invoice** for lost / damaged shipment, issued to **consignee** (damaged / lost shipment has to be marked on the invoice, and the date of issue should be visible)
3. **Copy of the pick – up list** for damaged or lost shipment

Complainant has to submit a damage claim for the reason of shipment loss or damage in accordance to the Law on Obligations, or the claim shall not be considered.

Complete documentation has to be submitted to by mail, fax or e-mail to:

Overseas Trade Co Ltd. d.o.o.
Customer Service
Kovinska 20
10090 Zagreb
Fax: (01) 3453-138
t.koscak@overseas.hr

For additional information please call (01) 3454-555, contact person Tomislav Koščak.