

CLAIM FOR LOSS OR DAMAGE FORM

CORPORATE CLAIMS

HORIZON LINES
Attn: Cargo Claims
4064 Colony Road, Suite 200
Charlotte, NC 28211

CARGO CLAIM FORM - NOTICE TO CLAIMANTS

1. Where to File Claim

A claim may be filed at the office of any HORIZON LINES location, or at the office of a HORIZON LINES agent. Use of this claim form is not necessary, but its use is encouraged.

2. Notice of Loss or Damage

In order that the carrier might have an opportunity to inspect the goods and thereby properly verify claims, any loss or damage discovered after delivery should be reported to the carrier immediately upon discovery, or within 72 hours after receipt of the goods by the consignee. Failure to notify the carrier may jeopardize the claimant's right to recovery.

Note: Verbal notice should be confirmed in writing.

3. Time Limits

a. Alaska Service

Claims on shipments moving in the Alaska Service must be filed within nine months from the date of delivery or, in the event of nondelivery, within nine months from the expected date of delivery and suit must be filed within two years from date of declination of the claim, either in whole or in part. Time limits cannot be extended.

b. Offshore Shipments

Claims must be filed within one year from the date of delivery or, in the event of nondelivery, one year from date delivery should have taken place. Suit must be filed within two years of declination of the claim, either in whole or in part. Requests for extension of the time limits will be considered and, if granted, must be confirmed in writing.

4. Minimum Requirements to Constitute a Claim

A claim must be in writing. A written notice containing sufficient information to identify the shipment, stating a specific or determinable amount claimed and holding the carrier liable for that amount will constitute a claim.

5. Documents to be Submitted

In addition to the documents mentioned on the front of this form, claimants should submit all other documents or other information that will assist the carrier in evaluating the claim, and in determining the proper measure of damages. Claimants are encouraged to submit claims promptly and not to delay filing claims if all information is not readily at hand. All amounts claimed must be supported before any claim can be paid.

6. The Bill of Lading

The bill of lading and the tariffs under which the carrier accepted the goods for carriage will govern the determination of the claim. The terms and conditions of the bill of lading and the tariffs cannot be waived except in writing and not waived or modified by any statement found on this form.

7. Provisions of Law

Carriers are bound by law to pay only those claims for which an investigation establishes that the carrier is legally liable. Failure to abide by these laws in the processing of claims can subject the carrier as well as the claimant to fines and penalties.

8. Reminders to Claimant

a. Shortage Claims

Claims for shortages on container load deliveries must be supported by seal records from the time the consignee or his designated agent took delivery of the container up to the time the trailer is unloaded; and by an unloading report that shows the time and date of unloading, number of pieces outturned and all discrepancies discovered at the time of unloading. The unloading report should also record the seal removed at the time of unloading and be signed by the unloading supervisor.

b. Damage Claims

If the carrier was notified of the damage, please identify the particulars of this notice. Attach to your claims any inspection report made by the carrier or surveyor, photographs, documents or information that will help the carrier determine the cause or extent of the damage. Advise the carrier of the final disposition of the goods, and of any salvage returns.