

MEMORANDUM ON THE PROCEDURE FOR SUBMITTING AND EXAMINING CLAIMS

- If the damage and/or loss of the semi-trailer and/or cargo was detected at the Ziel or Kaunas Intermodal (KIT) terminals, it is necessary to follow the memorandum of “Transfer-Acceptance of Trailers (Containers) of Kaunas Intermodal Terminal – Ziel Terminal” (hereinafter – Terminal Memorandum).
- Before picking up the semi-trailer, it is necessary to fill in the damage act issued by the terminals, signed by both parties – the terminal employee and the Customer’s representative.
- It is necessary to inform AB LTG Cargo about the damage and/or loss of the semi-trailer and/or cargo detected at the terminal within 2 working days after picking up the Intermodal Transport Unit (ITU) by filling out the claim submission form [Claim for an incident at the terminal](#), indicating: train number, order number, ITU (ILU) number, damage act with the signature of the responsible terminal employee, photos that must clearly show the ITU license plate number, the location of the damage and the terminal.
- When filling out the claim form, it is necessary to indicate the date, location, transport order information, damage act, the person responsible for the damage (if known), invoices for incurred expenses and their details, as well as other relevant documents that would help determine the circumstances of the damage, the person responsible for the damage and the reasonableness of the damage suffered.
- The final claim for damage and/or loss of the semi-trailer and/or cargo must be submitted within 9 working days from the date of submission of the claim by e-mail to info@ltgcargo.lt, indicating the estimate of future work and the VAT invoice for the work performed.
- If the damage and/or loss of the semi-trailer and/or cargo was detected after the semi-trailer was collected, i.e. outside the terminal, AB LTG Cargo shall not be considered responsible for damages and/or loss of the semi-trailer and/or cargo and shall not compensate for the losses incurred.
- If the Customer suffered other losses during transportation due to the fault of AB LTG Cargo, it is necessary to inform AB LTG Cargo about this in accordance with the requirements and deadlines specified in this memorandum and submit a [Claim for an incident at the terminal](#), along with attaching documents substantiating the amount of losses.
- If a claim regarding semi-trailer and/or cargo damage, loss and/or other losses incurred by the Customer is submitted without complying with the requirements and deadlines set forth in this memorandum, AB LTG Cargo shall not be considered responsible for the losses incurred by the Customer and shall not compensate them.
- If the procedure for submission of claims described in this memorandum is followed, AB LTG Cargo shall examine the claim and submit an answer regarding the damage suffered within 20 working days from the date of receipt of all documents substantiating the fact of the damage, its amount and the person responsible for the damage, except in cases where the police and other institutions and other interested parties are involved in the investigation due to the damage suffered.