



## GT USA Wilmington Claims Process

### PURPOSE

This Claims Policy will define the requirements for approval or denial of a claim. To facilitate the flow of a claim it is the responsibility of the originator filing the claim to provide and complete all required forms to process any claim.

### SCOPE

To effectively facilitate the claims process, please submit your claims and supporting documentation in a timely manner. All claims must be submitted on a spreadsheet (located on our website), with all documentation attached pertaining to the claim submitted. Without a spreadsheet and/or documentation your claim will be delayed and returned to the originator. **Please note that we cannot process any non-equipment claims from an e-mail request; proper forms must be completed and submitted to [claims.pow@gulftainer.com](mailto:claims.pow@gulftainer.com).** Claim payments will be made directly to the individual company if for any reason damage that has been found to be the responsibility of the Port. For Limitation of Liability and Indemnity please refer to the Port of Wilmington Tariff section 34.14.

### POLICY

#### Fruit, Lumber, Juice, Paper, and other Claims

- Full and partial pallet claims must include a description indicating the nature of the claim.
- When submitting a fruit claim please submit any digital photos, a copy of the Exporter's Invoice, Bill of Lading, Pallet Number, and the Market Report with the highlighted price on the Market Report (see claim form). **Failure to provide the required information will delay the claim process.**
- GTW will not honor claims for 2-3 boxes for any pallets designated as Quality Control pallets as it is the responsibility of the individual performing the quality control inspection to return all boxes to the appropriate pallet.
- When submitting non-fruit claims, you must include all relevant information pertaining to the claim (i.e. lot number, bins, paper rolls, pictures) along with the reason for the claim (See claim Form)

#### Equipment Claims

- Equipment claims (containers/chassis/port equipment) can be processed from your company's invoice.
- When submitting a claim, you must include:
  - Color pictures of damages
  - Minimum two (2) quotes for claimed damage repairs
  - Age of equipment damaged (Year Built) and Serial Number
  - Acknowledgement of GTW Supervisor and a copy of incident report.

***Under no circumstance should a claim be deducted from GTW's outstanding invoices to your company.***

All forms are posted at [www.PortofWilmington.com](http://www.PortofWilmington.com). Please, click on Business then GT Wilmington Forms on the navigation bar at the website. All forms should be submitted to [claims.pow@gulftainer.com](mailto:claims.pow@gulftainer.com), any questions related to Claims can also be directed to this email.