

**GT USA Wilmington  
Operations Claim Procedure  
2019 - 2020 Chilean Fruit Season**

GT Wilmington will not honor claims for 1-2 boxes for any pallets designated as Quality Control pallets. It is the responsibility of the individual performing the quality control inspection to return all boxes to the appropriate pallet.

In an effort to continue expediting the claim process, please submit your claims in a timely fashion. The following claim procedures have been established to streamline this process. All claims must be submitted to the following address:

Please submit only Trans Global claims (Trans Global Shipping NV Bill of Lading) to the address below. All other Claims (other than Trans Global Shipping NV Bill of Lading) kindly submit them to the appropriate shipping line.

- Trans Global Shipping NV  
c/o Trans-Port Marine Surveyors, Inc.  
Attention: Claims Administrator  
P.O. Box 645  
Voorhees, NJ 08043

[claims@globalreefers.cl](mailto:claims@globalreefers.cl) and [saeed.esfahani@tpmsinc.com](mailto:saeed.esfahani@tpmsinc.com)

All claims must be submitted no later than **September 1, 2020**.

All claims must be submitted on a spreadsheet with all documentation attached. Claims that are submitted without a spreadsheet and/or documentation will not be processed and will be returned to the originator. Trucked in cargo claims related to fruit quality will not be accepted.

Full pallet and partial pallet claims must include a description indicating the nature of the claim. GT Wilmington will make direct payment to the individual company for damage incurred by the Port.

Please refer to the example on page 11 for the claim submission form, which contains the following information needed on the spreadsheet:

- Date
- Your company's name, address, phone and fax number
- Vessel's name
- Vessel's arrival date at the Port of Wilmington
- Your company's claim number (if applicable)
- Your invoice number
- Exporter's name
- Bill of Lading number
- Voyage number

- **Pallet number (10-digit number) – No claims will be processed without the Pallet Number!**
- Species
- Variety
- Number of cases or pallets being claimed
- USDA Market price
- Total
- Total amount of complete claim
- Copy of Exporter's invoice.
- Copy of Bill of Lading.
- Copy of Market Report - Shipping Point (please highlight dollar amount corresponding to claim).

Failure to provide the required information will delay the process or even void the claim.

Under no circumstance should a claim be deducted from a GT USA Wilmington, LLC / Port of Wilmington invoice for services provided.

Note: 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.

**For more information, please contact Mickey Landis at:**  
**(302) 472-7804** or [claims.pow@gulftainer.com](mailto:claims.pow@gulftainer.com) **and** [mlandis@gulftainer.com](mailto:mlandis@gulftainer.com)