

22- Who should I contact to make a claim if my package does not arrive?

Central America Cargo is responsible for your package from the time it is received at origin to its arrival at the first destination airport. Once it arrives at destination the responsibility is transferred to the agent who delivers the freight to the final client. If your package does not arrive at the destination airport, you must file a claim at the office where you dropped off your package. If your package arrives at the destination, but it gets lost before being delivered, you must file a claim before the agent at destination who oversees dispatching the freight (Aerovaradero, Correos de Cuba, Transcargo, Cubapack, etc.)

If your freight does not arrive at the destination, please write to the corresponding agency of origin as soon as you learn about this. We do not accept claims after 30 calendar days from the date of drop-off of the goods in origin. You can find the contact information of our offices by clicking on this link <https://centralamericacargo.com/contacto.php>.

Your message must include the following information:

- a. Subject of the mail: Claim for loss or failure to arrive of the freight with HBL number XXXX (number of your packages) and AWB/Master B/L
- b. Drop-off date of the freight in origin
- c. Number of packages
- d. Number of items and weight per piece
- e. Description of the goods
- f. Consignee
- g. Date when they went to the airport/port and received notification that the freight had not arrived
- h. Evidence (if there is any)
- i. Any other relevant information regarding the claim
- j. The maximum liability we will cover for air cargo is a sum of up to \$20.00 USD/KG, according to the limited liability in accordance with IATA regulations. For sea freight, in case of loss or damages to your freight incurred directly by the carrier, the carrier will have to pay up to \$500.00 USD by ship container pursuant to the dispositions of limited warranty in accordance with the Bill of Lading.

**Losses or damages resulting from the following circumstances will not be eligible for supplementary compensation: pandemics, governmental restrictions of any type, force majeure events, as a result of wars or terrorism or for prohibited items and contents.*

In no case will double compensation be awarded. Once compensation have been awarded, whether in origin or in destination, any other claim will be deemed null.

22- Who should I contact to make a claim if there are items missing from my package?

When you receive the freight, you must open it before the person delivering it and you must make sure that it contains all that has been shipped. If the freight is not well wrapped or shows signs of damage, you must take photos and make a claim before the agency that is delivering the package to you in that moment. Demand to be given a signed receipt of delivery indicating that the article has been damaged (Report of Irregularity issued by the destination port/airport).

With the evidence you have, you must write to ventas@centralamericacargo.com in Canada, ventaspty@centralamericacargo.com in Panama or cunops@centralamericacargo.com in Mexico, within 7 days from the irregularity report. You must include the following information:

- a. Subject of the mail: Claim for loss or failure to arrive of the freight with number HBL XXXX (number of your packages)
- b. Drop-off date of the freight in origin
- c. Number of packages
- d. Number of items and weight per piece
- e. Date when you received your freight
- f. Photographic evidence of the damaged package
- g. Report of irregularity issued by the agency at destination

- h. A signed declaration acknowledging the veracity of your claim
- i. Original receipts or another evidence of purchase
- j. Information and/or additional evidence that we may require to adequately evaluate your claim
- k. The maximum liability we will cover for air cargo is a sum of up to \$20.00 USD/KG, according to the limited liability in accordance with IATA. For sea freight, in case of loss or damages to your freight incurred directly by the carrier, the carrier will have to pay up to \$500.00 USD by ship container pursuant to the dispositions of limited warranty in accordance with the Bill of Lading.

**Losses or damages resulting from the following circumstances will not be eligible for supplementary compensation: pandemics, governmental restrictions of any type, force majeure events, as a result of wars or terrorism or for prohibited items and contents.*

Based on this information, the agency will evaluate your claim and guide you through the following steps according to the information received. The possible options would be for your claim to be deemed inadmissible, or acknowledged as a proper claim that is payable in origin, or else there might be a need for your claim to be made before the local agent at destination, who will pay damages if are applicable.

In no case will double compensation be awarded. Once compensation have been awarded, whether in origin or in destination, any other claim will be deemed null.