**BUSINESS CLAIM LETTER**

**ICA ref. / Order No:**

**Description of damage/loss:**

**Goods:**

**Goods value:**

**From / date of loading:**

**To / date of discharge:**

**Waybill No.**

**Ref. No:**

**Goods are available for survey at:**

Dear Mr. Roberts,

We have received above shipment which we found partly/totally damaged/lost.

Since the damage/loss occurred whilst the goods were in your custody, we hold you liable for the occurred. As soon as the extent of the damage/loss has been established we will revert to you with our specified claim for compensation.

We also hereby take the opportunity to invite you to carry out an inspection of the goods in order for you to investigate the nature, cause and extent of the damage. We will keep the goods for 5 working days from today awaiting your intentions and/or survey arrangements.

If we do not hear from you within this timeframe, we take it for granted that you have accepted our opinion and calculation regarding the nature, cause and extent which will be presented and forwarded to you as formal recovery action.

Kind Regards

Signature/ ICA Sverige AB