

Cargo Claims:

Easily submitted.
Efficiently resolved.



With Hapag-Lloyd's **Cargo Claims** web solution, filing claims for damaged freight is quick and easy. The user-friendly interface allows you to upload necessary documentation and photos to support your claim, and you will receive a resolution within two weeks of submission. Common examples of damaged cargo include crushed or dented cargo, water damage, and loss of goods due to mishandling. Save time and gain peace of mind with Hapag-Lloyd's Cargo Claims web solution.

Your Benefits

Guided Flow



File your claim in just a few clicks with a guided, lean, and comfortable claims filing process.

Customized Submission



Submit your claim in a tailored way with a request for documents that match your needs.

Time-Saving Process



Save time by receiving a resolution for the damaged cargo within two weeks of submission.

How to File Your Claim

1. Log in / register: Register for our Online Business Suite or **log in to our website**. Alternatively, you can also file a claim as a guest.
2. Add your shipment and documentation data: Fill in all necessary information, including the BL/SWB number, container number, and upload cargo claim documentation, such as the commercial invoice, or add photos.
3. Enter your contact details: Tell us how we can get back to you regarding your cargo claim.
4. Click on "Submit Claim": Receive your summary with the reference number via email.

[File a Claim](#)

For further information, please contact your local **Hapag-Lloyd Sales** or **Customer Service representative** or visit www.hapag-lloyd.com

