



Application Form for Cargo Claim

AWB No.:

Application Date:

Type of problem: Loss* ☐ Deficiency* ☐ **Damage*** Package damage ☐ Delayed delivery* ☐ Extra Costs* ☐

*Type of problem should be marked.

Content damage ☐

*Invoices must be submitted.

Total carried cargo	Amount of problems
Number of containers* :	Number of containers* :
Number of pieces :	Number of pieces :
Weight* :	Weight* :
*Number of containers and weight must be indicated.	*Number of containers and weight must be indicated.

Type of package*:

*Please specify.

Content of the cargo*:

*Please specify.

Your reason for claim*:

*Please specify.

Please provide information on what has happened to the cargo subject to the problem*:

*Please specify.

Are the goods specified in the amount of problems in useable condition? : Yes ☐ No ☐ Partially ☐

*If yes, please specify salvage cost. *If no, please attach the disposal document to the annex of this form *If partially, please specify the salvage cost.

Have any salvage charge been occurred?:

Yes* ☐ No ☐

Salvage charge*:

*Please specify the amount.

Amount of compensation claimed*:

*Please specify the amount.

How have you determined the amount? :

Name Surname :

Company Name :

Contact Address :

E-mail :

Telephone Number :

Stamp and signature

Documents required to be attached to the annex of the Application Form for Cargo Claim:

- Authorization certificate (If third party Person/company will make a claim on behalf of the receiver/sender company written on the AWB, an authorization certificate indicating that the receiver/sender company has transferred its rights should be submitted)
- Quittance (if the compensation is claimed by insurance companies)
- If the cargo is in unusable condition a disposal document certifying that the cargo is disposed by the authorities
- Submission of invoices concerning extra costs claimed (stamped and signed by the company issuing the invoice)
- Commercial invoice, master airway bill and house airway bills if there are any, damage report, expert report (if there is any), delivery document indicating that the cargo has been received.

Determination of time limits:

- In case of damage, the limit is immediately after discovery of the damage at the latest within 14 days from the date of receipt the cargo,
- In case of delayed delivery, time limit is 21 days as of the date where the cargo is ready for delivery,
- In case of loss; the absence of delivery of the exact amount recorded on the air waybill, time limit is 120 days as of the date where the air waybill is issued,
- If a case is not filed within two years following the date of arrival to the destination or the date where the aircraft shall arrive to the destination or the transportation process has been stopped, no right regarding damages can be claimed from the carrier.

This form is the official application form approved by Turkish Airlines Inc. It can be used for compensation claims in case of problems concerning the cargo carried by Turkish Cargo. Please fill in the form in a clear, legible and understandable manner. Turkish Airlines Inc. cannot be held responsible for false information and documents which have been submitted with this form and annex thereof. Turkish Airlines Inc. accepts this form by reserving all of its defence rights.

Form Number: FR.69.0012 Revision: 00

Reference Document Number: PR.10.69.001

QMS Form Template Number: FR.18.0005 | Revision 10

Form Template Reference Document Number: TL.18.006

Current Page: 1 | Total Page: 1