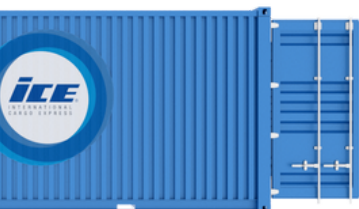


CONTAINER AND CARGO DAMAGE GUIDE



Container or cargo damage can happen at any stage of the shipping process due to improper handling, incorrect stacking, overloading, crane or forklift damages, rough roads or accidents during transit, or even containers going overboard the vessel. Below we cover what you need to know:

Select the right insurance policy and incoterms

The first step is to ensure you have marine insurance to safeguard your cargo against all kinds of risks such as accidental or malicious damage, fire, explosion, piracy, collision, theft, pilferage and non-delivery, natural disasters, and even loss of refrigerated cargo due to breakdown of refrigerating machinery. Insurance not only protects the goods but also streamlines the process of resolving disputes with carriers or suppliers, saving both time and money.

Whilst your insurance policy may provide a broad scope, the terms of sale (Incoterms) you have elected to use will determine when the risk to the cargo transfers from buyer to seller, and also who is liable for what in case your container or cargo is damaged ([read more](#)).

What to do when you find container/cargo damage

When you find damage on a container or cargo upon arrival, take immediate action as below:

Take photos – Thoroughly document the extent of the damage with clear photos. Capture close-up images of damaged goods/container, as well as any overall container breaches or dents. These photos will play crucial role in supporting your insurance claim (refer page 2). **No photos, no proof, no claim.**

Contact us – Promptly inform ICE of the damage. We will then guide you through the claims process and the necessary steps.



Need help with cargo insurance?

ICE can provide you with an obligation-free marine insurance quote!



Cargo damage



Container damage on the roof

Step-By-Step Guide to Taking Photos of a Container

Both importers and exporters are encouraged to take photos of the container at the loading or unloading point to avoid complications in case of damage during transit. The photos not only serve as evidence of the container's condition before and after shipment but also help to investigate who is responsible for the damage. We recommend:

- **Exporter:** Take photos of the container before loading and share them with the importer. If the container is not suitable or presents damages, do not accept the container.
- **Importers:** Request the shipper to take photos of the container at the loading point. Once the container arrives, make sure to take photos regardless if you identified any damages or not.

Before unpacking the container:

1. Take diagonal pictures of the container, both front and side, to show the general condition.
2. Take a picture of the seal and its number before breaking it to confirm that the container was unopened at the time of photographing.
3. Take a picture of the container's front door displaying container information.



During the unpack:

1. Take pictures while unpacking the container (beginning, halfway, and end).
2. Take a picture of the inside of the empty container.



If you find any damage:

Take clear pictures of where the container was damaged, in poor condition, where it was submerged in water, or anything else that could signal the damage was pre-existing.



For export containers:

1. Take photos of the empty container, to show its original condition.
2. Take photos during and after loading the container, to prove the loading and packing were done correctly. Clearly show any straps, dunnage or wood pieces used to secure the cargo in the position.
3. Take photos of the container seal to prove the container was locked before export – and you are not liable for any breaches thereafter.