



Claims Procedure (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Claims (Claims Manager)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-CLAIMS-v1.0

CONTACT
claims@udb.com.hk

1. Where to send a claim

Send claims to: claims@udb.com.hk

Include in subject: "CLAIM - AWB [number] - [Customer name]"

2. Notice deadline (required)

Customer must notify UDB in writing within 7 calendar days of discovery of the loss/damage and, in any event, no later than 7 calendar days from delivery, or (if not delivered) the scheduled arrival/cargo availability date as notified by the carrier/handler, whichever is earlier.

Visible damage should be noted on delivery / release documents where possible.

3. Full claim pack deadline

Customer must provide the full supporting documentation within 30 calendar days after the notice.

4. Final time bar

All claims must be submitted within 90 calendar days of delivery or the scheduled arrival/cargo availability date (if not delivered), whichever is earlier, otherwise the claim may be rejected.

This 90-day time bar does not apply to claims submitted under the [High-Value Customer Compensation Addendum \(HK\)](#), which is governed by its own notice/document deadlines.

This is UDB's internal claim submission deadline and does not limit any mandatory rights or time limits that cannot be excluded under applicable law.

5. Minimum required documents (claim pack)

Provide (as applicable):

- AWB number and route details
- Commercial invoice(s) / value evidence
- Packing list
- Photos of outer packaging and damage, where applicable and permitted
- Weight/measurement evidence (if dispute)

- Delivery receipt / POD / warehouse release notes / terminal or airline acceptance records
- Survey report (optional, if available)
- Written description of loss/damage and timeline
- Any correspondence or incident notes from terminal/handler/carrier
- Security / irregularity records where applicable and available, including RA/RAR, SPX/UNK, screening or handling references where relevant

A claim is deemed submitted upon written notice to claims@udb.com.hk followed by the minimum documents listed in Section 5.

6. Acknowledgement & review timeline

- Acknowledgement: within 2 business days
- Initial assessment / request for missing info: within 10 business days (from receipt of claim pack)

7. Carrier handling & limitation

Where carriage/handling was performed by a Carrier or third party, UDB may coordinate carrier/handler procedures as reasonably requested.

Customer may submit claims solely to UDB. UDB will coordinate any carrier/third-party processes. Customer is not required to submit claims directly to any carrier/handler.

Carrier procedures and time limits do not reduce the Customer's ability to notify and claim against UDB under this Claims Procedure or under any applicable signed addendum.

Failure to meet any carrier/third-party notice requirements or time limits shall not prejudice the Customer's claim against UDB, provided Customer met UDB notice deadline.

High-Value Addendum: where applicable, the [High-Value Customer Compensation Addendum \(HK\)](#) sets enhanced compensation and payment timelines.

Legal note: Nothing in this section prevents UDB from complying with mandatory applicable law, carrier rules, aviation security requirements, or air carriage regimes applicable to the shipment (including the Carriage by Air Ordinance (Cap. 500), where applicable).

8. Mitigation & inspection

Customer must preserve packaging and goods for inspection where reasonable and take steps to mitigate further loss.

Where security, tampering, shortage, or suspected unlawful interference is alleged, Customer must preserve available evidence and cooperate with UDB's reasonable requests for inspection, timeline reconstruction, and evidence collection.