

TRANSPORT DAMAGES

Who is responsible, once the damage is done? By taking out proper insurance, you avoid legal surprises that may come to cost you.



IF DAMAGE IS DONE

It is important to contact the forwarding company immediately and prepare a liability claim containing:

- **Cause of damage**, time and place of the detected damage.
- **Invoice** for the damaged or lost goods, or other documentation for the value of the goods.
- **Copy of freight bill** (bill of lading, CMR or other).
- **Pictures**, showing the packaging as well as damaged goods.

It is important not to discard or return damaged goods, containers, packaging etc. prior to inspection by an appraiser.

DEADLINES FOR LIABILITY CLAIMS

If the damage is visible upon reception, you must state a claim immediately. If the damage is not visible upon reception, you must send a written liability claim to us with the following deadlines as upon reception.

In case of transport by:

- **Sea:** 3 days
- **Road/Rail/Ferry:** 7 days
- **Air:** 14 days

WHO TO CONTACT?

Once the damage is done, please make sure to contact the employee you booked the shipment with. We will then assist you accordingly.

IF YOU HAVE TRANSPORT INSURANCE

Please contact your insurance company using the information above. Your insurance company will subsequently enter into dialogue with us and our parties NSAB 2015.

IF YOU DO NOT HAVE TRANSPORT INSURANCE

Please contact us using the information above. We will then investigate the occurrence. However, please note that our Forwarding Agent's Liability Insurance will come into force. Since we conduct all services in accordance with NSAB 2015, you are only entitled to the following compensation, cf. NSAB 2015:

- As per the Danish CMR Act = 8.33 SDR* per package/kg.
- As per the Danish Merchant Shipping Act = 667 SDR per package or 2 SDR per kg.
- As per the Danish Aviation Act = 19 SDR per kg.

To all modes of transportation applies that the claim concerns damaged and/or lost goods.

* SDR (Special Drawing Rights). Please refer to the exchange rates of the National Bank of Denmark for the exchange rate of this "currency".

