



Claim form - Goods in transit

Complete the form and send it to your contact at Hecksher

Hecksher reference number/shipment number:			
Waybill No. / B/L No.	Packages	Kind of goods	Grossweight kg
Departure, date	Reception date or estimated	Claim date	

Do you have a cargo insurance for this shipment?

NO <input type="checkbox"/>	YES <input type="checkbox"/>	Name of insurance company			
Shipper					
Consignee					
Terms of delivery (Incoterms) on commercial invoice					
Nature of claim	Breakage <input type="checkbox"/>	Water <input type="checkbox"/>	Fire <input type="checkbox"/>	Lost <input type="checkbox"/>	Other (describe)

Description of damage/loss: What is damaged? Where is the damage? Cause? Is it possible to repair?

Description:

Was the damage visible on reception?

Description:

Damaged goods must be documented and kept available for survey/inspection. Please state place where goods is kept, name and contact details of contact person. Make sure to keep the packing.

Supporting documents to your claim:

Waybill/ B/B etc. Police Report Invoice with terms of delivery terms (Incoterms) Survey report & documents supporting claim Other documents, photographs etc. of relevance to support your claim

The signer assures that information and supporting documentation provided in this claim is valid and truthful.

Company name, signers contact details
Date, Signature

Specified and written claim shall be made without undue delay. As soon as possible but at latest within 12 months after receiving the goods, otherwise the right of claim may become lost in accordance with transport legislation/conventions. For reference regarding days for notice of claims depending on mode of transport, please see page 2.

IMPORTANT INFORMATION

If the goods are damaged, or goods are missing, do not sign for the goods without making an annotation on the consignment note or similar. Regardless when the damage/deficit has been noticed, and even though remarks were made on the consignment note, always send a written notice of loss to the carrier.

In a case of visible damage, the notice of loss shall be made immediately when receiving the goods.

In cases of concealed damage:

Sea transport	at the latest	3 days after receipt
Air transport	at the latest	14 days after receipt
Rail transport	at the latest	7 days after receipt
Road transport	at the latest	7 days after receipt

Applicable rules 1.1.2017	Notice of claim		Period of limitation	Limitation of liability for loss or damage
	Apparent loss or damage	Note apparent loss or damage		
1. Carriage by sea The Hague-Visby Rules	Upon receipt of goods	3 days	1 year	SDR* 667/package or SDR 2/kg
2. Carriage by air The Montreal Convention 1999	Upon receipt of goods	14 days	2 years	SDR 22/kg
3. Carriage by rail CIM convention	Upon receipt of goods	7 days	1 year	SDR 17/kg
4. Carriage by road	Upon receipt of goods	7 days	1 year	SDR 8,33/kg
5. Nordic Freight Forwarding NSAB 2015 (when liability as carrier)	Upon receipt of goods	7 days	1 year	SDR 8,33/kg

*SDR = Special Drawing Rights - current exchange rate shown among daily newspaper's foreign exchange rate listings, as well as on <http://www.imf.org/external/np/tre/sdr/drates/0701.htm>