



The receipt of goods

Procedure

1) Inspection

Never endorse a consignment without first checking the goods for visible damage or loss. Make a note of any visible damage or loss on the consignment note and get the driver to sign it.

2) Notify the carrier

Inspect the consignment immediately on receipt and notify the carrier in writing of any damage or loss that was not visible on delivery.

Claims deadlines

Visible damage: immediately on delivery

Hidden damage: airmail 14 days

Road / Rail: 7 days

Sea: 3 days

3) Notify your insurance company

Notify the insurance company that insured the goods. If you do not have an annual agreement or a special goods in transit policy for this consignment through the forwarding agent, it may still be covered depending on the terms of delivery (Incoterms 2020). If, for example, you come under the CIF/CIP terms and conditions it will include a goods in transit insurance paid for by the seller.

4) Prevent further damage

Take good care of the goods and take any necessary measures to prevent further damage.

5) Written claim to Hecksher

Send us a written specified claim with the following attached:

- Consignment note with the receipt and damage notification signed by the driver
- Sales invoice
- Inspection report by an independent inspector on the cause and extent of the damage
- Other documents, photos of the damaged cargo and/or damaged container, correspondence that confirm the status of the goods

Why this is necessary

To be able to prove in writing that the damage/loss occurred during transportation in order to safeguard the right to hold the carrier responsible for the damage/loss and ensure full compensation

The carrier could deny responsibility for the damage/loss if the deadlines are not met. The damage/loss is then Regarded as not proven to have occurred during transportation.

The forwarding agent's/carrier's liability is limited with regard to both negligence and the amount payable. Furthermore, the liability investigation usually takes longer than claiming compensation from the goods in transit policy, which pays out the insured amount, most often the purchasing invoice value + freight charges + 10% trading profit.

This is the cargo interests obligation. Cargo interest is the party having the risk of transport of buyer/seller according to the Terms of delivery. (Incoterms 2020)

The consignment note is required to show the agreed transport conditions. The receipt/damage notification shows the condition of the goods on arrival

The invoice strengthens the claim, shows the delivery terms and conditions and is needed to be able to calculate the correct compensation.

The inspection report, photos, etc., show the cause of the damage and simplifies the investigation.