



# In case of damage....

.... we have some suggestions as to how you should act.

### Loss and short delivery

1. Recount and note reservations on the consignment note.
2. Immediately hold your freight forwarder responsible in writing.
3. Make the claim to your insurance.
4. Send documentation such as signed consignment notes, invoice and booking/agreement.

### Damage - visible

1. Secure evidence:
  - Inspect external condition of the items.
  - If in doubt, note your reservations on the consignment note and have the driver sign.
  - Take photos, avoid moving the goods, and limit the damage.
2. Make the claim:
  - Immediately hold your freight forwarder responsible in writing.
  - Make the claim to your insurance which, depending on the extent of the damage, may arrange an inspection.
  - Send documentation such as signed consignment notes, invoice and booking/agreement.

### Damage - not visible

1. Inspect the content soonest possible, as you only have a few days to register your claim.
2. If the short claim deadlines are exceeded (from 1 to 14 days), you must prove that the damage is a transport damage and may - worst case scenario - be excluded from compensation.
  1. Take photos, avoid moving the goods, and limit the damage.
  2. Make the claim as under "Damage - Visible" item

For more information on Incoterms, claims deadlines, limitation of liability and the difference between Goods in Transit Insurance and Liability Insurance, please visit [www.bws.dk](http://www.bws.dk).

**We are no further away than your nearest Blue Water contact.**

