



## INSTRUCTIONS FOR CLAIMS PROCEDURE

### Damage check prior to collecting the cargo

- The driver should check the cargo for damage prior to collection from the terminal.
- If an apparent damage is detected, the driver should request for a damage/recheck report and make sure that the damage report is countersigned by Transfennica's representative in the port.
- It is highly recommended that the driver takes pictures of the damaged cargo at the terminal.
- Please note that Transfennica Ltd cannot accept a claim without a damage/recheck report specifying the damaged cargo issued prior to taking delivery of the cargo at the terminal.

### Damage notification

- Transfennica Ltd should be hold responsible in writing latest within three (3) days after delivery of the cargo together with a copy of the signed damage/recheck report.
- All damage notifications should be addressed to the claims department: [claims@transfennica.com](mailto:claims@transfennica.com)
- After the claims notification, Transfennica Ltd will start investigations and will respond once the investigations have been finalized.

### Repair invoice

- In order for Transfennica Ltd to complete the case file, a repair estimate including a detailed breakdown must be provided upon request.
- Depending on the claim amount and circumstance of the claim, Transfennica Ltd will reserve the right to instruct a surveyor to inspect the claimed damage.
- Upon written acceptance from Transfennica Ltd an invoice for the agreed costs together with a copy of the original invoice (from the repair shop) can be sent to our head office in Helsinki for payment.

Transfennica Ltd     or  
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FI-00130 HELSINKI  
FINLAND

Transfennica Ltd  
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FI-00101 HELSINKI  
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### General

- For all claims related matters, please contact: [claims@transfennica.com](mailto:claims@transfennica.com)
- All correspondence should be in English language.
- Our claims procedure is based on the Transfennica Ltd Standard Conditions of Carriage. The conditions can be viewed on our website: [https://www.transfennica.com/docs/default-source/legal/transfennica-ltd\\_standard\\_conditions\\_oct2016.pdf?sfvrsn=99100517\\_2](https://www.transfennica.com/docs/default-source/legal/transfennica-ltd_standard_conditions_oct2016.pdf?sfvrsn=99100517_2) and can be provided to you upon request.

### Transfennica Ltd