**CLAIMS FORM**

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| --- | --- | --- | --- | --- | --- |
| Consignment number | | | Your reference | | |
| Owner of the goods | | | Name | | |
| Telephone number | | | E-mail | | |
| Consignor | | | City | | |
| Consignee | | | City | | |
| Shipping date | | | Reported to NTG – Date | | |
| DESCRIPTION OF THE DAMAGE | | | | | |
| Missing goods | Number of colli | | Weight | | Type of goods |
| Damaged goods |
| Description of the packaging (inside and outside) | | | | | |
| Description of the damage and suggestion of measures | | | | | |
| Compulsory documents  Commercial invoice  Photos  Copy of freight letter/ CMR | | Value of the goods  Estimated repair cost | | Separate cargo insurance  Yes  No  Insurance through NTG?  Yes  No  Other company? Which? | |
| I hereby certify that the information in this form is correct  Place/ date       Signature | | | | | |

**IMPORTANT INFORMATION**

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| Cargo Insurance  NTG’s liability for goods is limited pursuant to NSAB 2015 and applicable laws and regulations. In order to protect the Customer’s financial interests, NTG recommends that separate goods insurance is taken out. |
| Damaged/missing goods noted upon delivery  The Customer shall ensure that the consignor upon delivery of the goods makes a check on the goods. If the goods are impaired by damage or depreciation this must be noted on the transport documentation upon delivery of the goods.  The complaint shall be verified by driver / NTG’s representative.  Visible damage not noted upon delivery can be rejected as claim.  The Customer is responsible for the goods being signed by authorized person on stated receiving address. |
| Damaged/missing goods not visible upon delivery  Damage or depreciation not visible (hidden damage) upon delivery must be notified to NTG as soon as possible, however not later than 7 calendar days following  the receipt of the goods. If notice of claim is given later than within 7 days from the day the goods were received, it is up to the party who gave notice of claim against NTG to prove that the damage or diminution of the goods had occurred before the goods were received. If the claimant fails to prove this, the goods will be considered to have been delivered in perfect condition. |
| To claim  Whenever a deviation in the transport chain occurs, such as damage or missing goods, NTG shall be contacted as soon as possible.  Damaged goods and packaging shall be kept and photographed. |
| Liability  If the driver is not present when goods are loaded, NTG is not responsible for damage or missing goods as a consequence of handling or stowing. For transports of goods with specified temperature NTG is not responsible for damage caused by wrong temperature, if the driver has not been given possibility to check the temperature of the goods before and during loading. In conjunction with successive transports in which parties other than NTG have handled the goods, NTG shall not be liable for damage, if the damage did not occur whilst NTG or any party for which NTG is liable, was responsible for the goods. |