

## In case of cargo loss

Take immediate action to prevent subsequent loss and notify the loss to the carrier. Loss related to criminal offence shall be reported to the police.

### Checking the goods

- Always check that the number of packages is correct and the apparent condition of the goods or packages when receiving them.
- Check the transport temperature in case of thermo transport.

### Reservations

- Make a notification of defects/damage/faulty transport temperature in the consignment note (also in the carrier's copy) before you sign for the consignment as received.

### Claim to carrier





- In case of loss, a written claim shall be filed to the carrier. Claims can be filed with the form on the reverse side. The claim periods stipulated in the law are very short and therefore immediate action is required;

### Take care of the goods

- Take adequate care of the goods until inspection by Tapiola or otherwise agreed.

### Report losses to Tapiola

- Report losses to Tapiola immediately. Losses can be reported **by phone** to the Claim Services at **+358 9 453 3977**, weekdays 8 AM-5 PM. The claims handling starts at once and you will receive information on the claims process (eventual inspections, clarifications, documents etc.).
- In most cases Tapiola needs a **written claim report** and additional clarifications to handle the claim. You will get a claim report form from the Claim Services at the above-mentioned number or [www.tapiola.fi/Briefly in English/Forms and Additional Material](http://www.tapiola.fi/Briefly%20in%20English/Forms%20and%20Additional%20Material).
- **The consignment note, trade invoice, claim sent to carrier** and other conceivable documents of relevance (e.g. repair invoice, inspection report, photographs, carrier's clarification of the loss, report of loading or unloading, report to police) shall be attached to the claim report and sent to Tapiola (by fax +358 9 453 3168 or to the address Tapiola Group, Transport Insurance Claims Services, FI-02010 Tapiola, Finland).

|   | Visible     | Concealed            | Delay   |
|---|-------------|----------------------|---------|
|  | Immediately | 7 days               | 21 days |
|  | Immediately | 14 days              | 21 days |
|  | Immediately | 3 days               | 60 days |
|  | Immediately | 10 days domestic     | –       |
|   |             | 7 days international | 60 days |

## Claim / Reklamaatio / Reklamation

Transport damages / Kuljetusvahingot / Transport skador

Carrier's name, address and fax number  
Rahdinkuljettajan nimi, osoite ja faksinro  
Fraktförarens namn, adress och faxnummer

Shipper  
Lähetäjä / Avsändare:

Consignee  
Vastaanottaja / Mottagare:

Voyage  
Kuljetusmatka / Transportsträcka:

Date of arrival  
Saapumisaika / Ankomsttid:

Waybill No  
Rahtikirjan nro / Fraktsedelns nummer:

Damaged goods  
Vahingoittunut tavara / Skadad vara:

During unloading the above mentioned shipment the following defects were noticed

Yllämainittua lähetystä purettaessa todettiin seuraavat puutteellisuudet

Vid lossningen av ovannämnda försändelse konstaterades följande bristfälligheter:

We hold you responsible for the damage and reserve us/our insurance company the right to claim you.

Pidämme teitä vastuussa vahingosta ja pidätämme itsellemme/vakuutusyhtiöllemme oikeuden yksilöidyn korvausvaatimuksen esittämiseen.

Vi anser att ni är ansvarig för skadan och förbehåller oss/vårt försäkringsbolag rätten att förete specificerat ersättningsanspråk.

Date and place, Signature

Aika ja paikka, allekirjoitus / Datum och ort, underskrift

This claim shall be faxed to the carrier and a copy of it shall be attached to the claim report.

Reklamaatio lähetetään faxilla kuljetuksen suorittajalle ja kopio liitteeksi kuljetusvahinkoilmoitukseen.

Denna reklamation sänds per fax till den som skött transporten och en kopia bifogas till anmälan om transportskada.