

Unfortunately, time to time, it can happen that our forwarders damage some goods you have ordered. FSI power-tech aps may provide coverage to your goods while in transit according to delivery terms. If there is any loss or damage to the goods, you can preserve potential recovery from the responsible party, minimize the ultimate loss and facilitate the claim process by following the procedures outlined here.

Protect yourself

Before accepting your shipment:

- Examine the packages carefully and consider that slight damage on the exterior of the package could mean serious damage inside.
- Count the number of packages and check with the number stated in the freight documents.

What to do if there is loss or damage

- **Call FSI power-tech aps** - as soon as damage has been found (phone: +45 75805558).
- **Make a note on the delivery receipt** – your note should describe any condition that may indicate damage or loss to the cargo. It should specify the number of missing and/or damaged packages, the type of damage sustained (i.e. breakage, wetting, etc.) and the cause of the damage, if known. Sign/date the delivery receipt and keep a copy. Unless a notation is given in the above manner, there is a presumption of good order at delivery and obtaining recovery from the responsible part may be difficult.
- **Take photos** – show the damaged conditions and/or bad stowage of the goods while they are still on the carrying conveyance if possible.
- **Preserve the packaging** – if damage to the packaging is found consider preserving the package until goods are inspected and found in good order.
- **Fill out 'Transport damage claim form'** – fill and send the claim form by e-mail to claims@fsi.dk

If the shipment is delivered in apparently good condition and the loss/damage is discovered later upon opening the packages, then follow the above procedures as much as possible.

Further action

FSI power-tech aps will contact you the following working day in order to discuss potential solutions, repair, recall/repair or replacement.

Please note:

Without the necessary documentation FSI power-tech aps may reject your transport damage claim. Any claim has a deductible of €150 to be paid by the buyer.

Transport damage claim form



Date: _____

Customer
Contact Person
Address
Direct phone no.
E-mail:

Delivery Address (If different from customer address)
Contact Person
Address
Direct phone no.
E-mail:

Claim <input type="checkbox"/> Damaged goods <input type="checkbox"/> Theft/non-delivery <input type="checkbox"/> Shortage <input type="checkbox"/> Other.....
FSI shipment number
Description

Mode of transportation <input type="checkbox"/> Road <input type="checkbox"/> Parcel
Carrier Waybill number / Tracking ID
Date of Delivery

Documentation

Please include the following documentations

- Freight Way Bill (CMR, Shipment/consignment note, etc).
- Commercial Invoice
- Proof of delivery with notification of damage/claim
- Photos of damage and Machine Label/Serial no.

Claimant
Date and signature

When filled and signed please send by E-mail with attached documentation to claims@fsi.dk