

# WHAT DO I DO...

## If my goods are damaged or lost?

Every year, Danske Fragtmænd carries more than nine million shipments throughout Denmark. Naturally, we take good care of our customers' goods which is why we experience very few damaged and lost shipments. Notwithstanding this fact, it may happen that a shipment is damaged or lost somewhere in the transport process. For this reason, we have prepared a guide set out below on how to file a claim with Danske Fragtmænd.

### This is how you file a claim

1. Before submitting your claim, it is important that you first establish the course of events\*. If you have taken out a separate cargo insurance, we recommend that you make use of it. If you have any doubts about the course of events, you are welcome to contact our customer service on T 7252 7252.
2. Also, make sure that you have proof of any damage. Take photos, do not move the goods and limit the damage, cf. the injured party's duty to mitigate losses (in law of tort, the injured party is under a duty of mitigation). Remember to secure the goods and the packaging so that it may be inspected at a later date.
3. When you set out your claim, we need the following information:
  - Consignment note number or a copy of the consignment note.
  - Type of case (loss or damage).
  - Price documentation (a copy of the trade invoice or the like).
  - Physical gross weight of the lost/damaged goods.
  - In the event of damaged goods, please also include photos of the nature and extent of the damage.
4. You will have to submit your claim on our website via our self-service solution **Your Consignment**. Here, you can use either our online form or, if you are a contract customer, our claims service **WebSkade**. However, the latter requires a WebFragt-login which you can order by filling out the form **here**.

Claim compensations are exempt from VAT, cf. [www.skat.dk](http://www.skat.dk) sections [D.A.11.1.8.2](#) og [D.A.11.1.8.4](#).

Please note that when paying compensation, we compensate for the loss/damage and do not provide replacement goods. Moreover, we reserve the right to return recovered previously lost goods within the deadline set out in art. 20 of the CMR Convention – any new production/shipment of replacement goods is therefore undertaken at the expense and risk of the consignor.

We pay compensation, if any, in accordance with art. 25 and 23(3) of the CMR Convention which state that the compensation cannot exceed SDR 8.33 per kilo of lost (damaged) gross weight (as of 12.09.2022, SDR 8.33 is equivalent to DKK 79.66).

If you are still unsure of how to submit a claim, please feel free to contact our Claims Department on **T +45 7252 7725**.

\*We process all claims in accordance with the provisions relating to liability and transport undertaken by carriers which are identical to the provisions of the CMR Convention.