

## Transport Claim Checklist

F-016  
2015-03-26

### 1) Inspection of goods

Inspect all goods on receipt and note visible damage and shortage on the freight bill/receipt (number of packages, type of damage, etc.). Make sure you get a copy including the note and the carrier's signature.

***Never give a clean receipt in case of visible damage/shortage on packing or goods!***

### 2) Limitation of damage

Take all necessary steps to minimize the loss and prevent further damage.

### 3) Gather a transport claim report

- Copy of freight bill/receipt
- Type of product
- Cargo number
- Order number
- Where is the product now
- Description of the damage
- Pictures of the product and the damage itself

### 4) Report to the transport company

Immediately send the report to the transport company. In case of non-visible damage/shortage, the report must be sent no later than:

Air	14 days
Road/rail	7 days
Ship	3 days

### 5) Report to your AIA sales representative

Report the damage immediately to your AIA sales representative and wait for further instructions. If sales representative is not available, contact AIA direct:

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Södra Industrivägen 2-4  
SE-374 50 Asarum  
Sweden  
Phone: +46 454 334 00  
Fax: +46 454 320 295

***In case these procedures are not followed, compensation may be reduced or rejected!***