

INSTRUCTIONS IN THE EVENT OF TRANSPORT DAMAGE

(as of 1 December 2023)

In road haulage, the Road Transport Contracts Act (23 March 1979/345) is complied with. This act is a mandatory law. Claims for compensation due to transport damage are handled in accordance with this law.

IN THE EVENT OF TRANSPORT DAMAGE

- Inspect the damage and take steps to prevent further damage
- If you notice damage when receiving a shipment, make a record (damage, missing goods) in the copy of the bill of lading left with the customer and the driver and request that the driver verifies the record by signing it
- In the case of concealed damage, which cannot be detected upon receipt, submit a written complaint to the carrier within 7 days
- Submit a compensation claim without delay and provide information that is as precise as possible. If the shipment is covered by a cargo insurance, contact the insurance company
- The damaged goods must be kept, and the carrier/insurance company must be provided with an opportunity to inspect the goods. A compensation claim pertaining to goods that were disposed of without permission is not processed
- A compensation claim may be made for the value that the goods held in the collection location at the time of collection
- The claim may include the shipping fee for the damaged/missing goods

CONTENT OF COMPENSATION CLAIM AND ATTACHMENTS

- Fill in Fennoroad's compensation claim form or write a complaint/claim for compensation in your own words
 - The claim is submitted as a compensation claim, not as an invoice, and VAT is not added
- Copy of the bill of lading
- Copy of the original purchase receipt or a similar document that shows the value of the goods at the time of damage and the party that is eligible for the compensation pursuant to the sales agreement and the delivery clause
- Copy of the shipping invoice if compensation is claimed for the freight cost concerning the damaged goods; replacement transport is not compensated for.
- In the case of concealed damage, a written complaint with the date the damage was recorded noted on it
- Description of the extent of the damage: the type of damage, whether the damage can be repaired, the remaining value of the goods and collection location for the goods.
- Net weight of the damaged goods

MATTERS TO BE NOTED

- Claims for compensation due to transport damage are handled in accordance with the Road Transport Contracts Act
- In this act, the amount of compensation is limited to €20 per kilogramme of the damaged, lost or missing goods
- In the event of delay, the carrier's liability is limited to the value of the cargo
- Indirect damages do not fall under the sphere of liability
- The shipper may take a cargo insurance for the shipment, particularly if the goods are valuable and/or light in weight

A signed complaint/compensation claim, plus attachments, can be sent by email to kuljetusvahingot@fennoroad.fi or by post to:

Fennoroad Oy / Transport damage
Komentosilta 1
00980 HELSINKI, FINLAND

OBLIGATIONS AND RESPONSIBILITIES OF THE PARTIES

Shipper:

- is responsible for the accuracy of the information in the bill of lading
- must ensure that packaging withstands the strain caused by normal handling, transport and securing
- must notify the carrier of the nature of the shipment's hazardousness

Carrier:

- is responsible for the goods that are damaged, lost or go missing between their collection for transport and handing over to the receiver
- this liability is limited in the case of negligence on the part of the shipper/receiver or conditions that the carrier could not have avoided or mitigated or another special risk related to transport

Receiver:

- must inspect the delivery
- if deviations are detected during the inspection (condition, amount), a record must be made of it in the bill of lading at the latest when the goods are handed over to the receiver. The driver verifies the record by signing it.
- If the damage cannot be detected during a visual inspection (concealed damage), a written notification must be submitted within seven days of the receipt of the shipment, otherwise the right to make a claim is revoked.