



Claims handling information – For customer

1. At the time of dispatch:

It is the sender's responsibility to ensure that the goods are packaged to withstand the normal stresses of transportation.

The driver is responsible for checking the load before departure. Otherwise, a reservation must be noted on the consignment note and signed by the sender, e.g., if the sender is not allowed to be present during loading or if there are too many packages to count.

2. At the time of receipt:

It is the recipient's responsibility to inspect the goods for visible damage or missing packages.

Do not sign the consignment note before the goods have been inspected.

Even if the driver claims to be in a hurry, the recipient has the right to perform a visual inspection of the shipment before signing for receipt.

3. In case of visible discrepancies (damage or missing goods):

A notation must be made on the consignment note or in the handheld device and confirmed by the driver. Failure to do so will, from a legal standpoint, be deemed as confirmation that the goods were delivered in good condition.

4. In case of non-visible/hidden damage or missing goods:

The goods must be checked, and if any discrepancy is found, a claim must be submitted as soon as possible, but no later than within 7 calendar days.

After 7 days, the burden of proof shifts to the customer to demonstrate that the damage or loss occurred during transport.

5. Missing parts or entire shipment:

Contact your NTEX representative who handled the booking to initiate a search for the goods.

If the goods are not found, they are considered lost after 60 days from the shipping date and will then be handled by the Claims department.

Important: If the goods are found within 60 days, the sender or recipient must accept delivery.

6. Documentation the customer must provide to NTEX:

- NTEX Claim Form
- Photos of damaged goods and packaging
- Copy of the consignment note, if possible
- Commercial invoice between sender and recipient proving the value of the damaged goods
- Repair invoice if the goods have been repaired
- Goods must not be discarded or moved before the investigation is completed or NTEX has given approval

Further investigation details are provided on page 2.





7. Investigation:

Once all documentation has been received, NTEX will conduct an investigation in accordance with the rules and conditions governing the transport, normally NSAB 2015, which refers to VTL for domestic transport in Sweden, CMR for international road transport, and Hague-Visby or Montreal for sea or air shipments.

NTEX engages subcontractors, but all customer contact must be directed to NTEX personnel.

If an incident occurs, NTEX may need to request information or issue letters of liability to partners, subcontractors, or internal contacts. This is part of the investigation and must be completed before a decision can be made.

Once NTEX has received all documentation from the customer and the necessary responses internally or from partners, a decision on liability will be made.

8. The decision:

Acceptance – The claim is approved in accordance with the rules governing the transport assignment.

- The customer will be asked to issue an invoice without VAT for the agreed amount.

Rejection – It cannot be demonstrated that liability rests with NTEX or its partners, and the claim is denied.

9. Weight-based compensation:

In the event of damage or loss, compensation is based on the gross weight of the damaged or lost goods as follows:

VTL / Swedish Road Traffic Act:	150 SEK/kg
CMR(international road transports):	8.33 SDR/kg (1 SDR approx. 13–15 SEK)
Hague-Visby (Sea):	2 SDR/kg or 667 SDR/package
Montreal (Air):	26 SDR/kg

10. Cargo insurance:

If you have your own cargo insurance or have opted for NTEX cargo insurance with IF, the goods themselves are insured. In such cases, no liability investigation is required, and compensation will be paid directly by your insurer or NTEX's insurer. No weight limitation applies.

Note: All documentation listed above (see section 6) must still be submitted.

11. Important to know:

- A financial claim for transport damage or loss is considered a claim for damages, which NTEX has the right to investigate before any compensation is paid.
- It is the customer's responsibility to substantiate the claim. Additional costs are not compensated (e.g., penalties, waiting time, lost sales).
- Compensation covers the value of the goods according to applicable terms and conditions and the part of freight related to the affected goods.
- Limitation period: One (1) year after the goods have been delivered or deemed lost (+ 60 days).

