CLAIMS HANDLING

All services are rendered in accordance with vchain's General Terms and Conditions, the latest version of which is always available on our website. Where the services include the transport of goods, certain international transport conventions or other similar rules may govern the carrier's liability.

To safeguard your interests, we recommend that you take the following points into consideration in case the goods are damaged, lost or delayed. We also recommend that this be communicated to the consignee. vchain may offer to assist you in the claims handling process, but we emphasize that it is your responsibility to follow these guidelines and any other applicable rules and to consult your own legal counsel where needed. Please also note that even if we assist you in handling the claim, vchain has no carrier liability unless this has been specifically agreed.



Is the packing material in order - no damages or defects?



Does the number of packages correspond to the amount stated on the transport labels?



If there are any discrepancies, these should be noted on the waybill before the incoming goods are cleared by signature.



Hidden damage must be reported within 7 days of receipt on road shipments, within 14 days on air freight and within 3 days on sea shipments

If notice of a loss, damage or delay is not given promptly and within all applicable deadlines, this may mean that your claim is voided, or that the burden of proof is reversed, meaning that you must prove that the carrier is liable. Depending on the circumstances, this may be difficult or, in some cases, not possible.

vchain may offer to assist you with filing a complaint against the carrier. You should, however, always contact your cargo insurance and notify them about the incident, as otherwise your rights under the insurance may be voided. For vchain to assist you with the complaint against the carrier, we need the following information/documents:



Always attach delivery note, waybill or similar documents



In case of visible damage, this should be noted on the waybill



Also attach sales invoice and other relevant documents, indicating the value and weight of the goods



Photos of any damages to the goods

PHONE +46 (0)40 307400 **EMAIL** support@vchain.se