



YOUR PERSONAL LINK TO GLOBAL TRANSPORTATION AND LOGISTICS

IF AN ACCIDENT OCCURS

HAVE YOUR GOODS BEEN DAMAGED OR DISAPPEARED?

Have your goods been damaged?

If you find **visible damage** to the goods, please do the following to secure documentation:

1. Examine the condition of the goods.
2. If the goods are visibly damaged, you must make a reasoned reservation in the consignment note and point out that the goods and the packaging do not appear in good condition.
3. If in doubt, please make reasonable reservations in the consignment note as well.
4. Provide photo documentation and do not move the goods further.

In the event of **non-visible damage**, be sure to secure documentation as follows:

5. Examine the condition of the goods as soon as possible upon receipt of goods.
6. Provide photo documentation and do not move the goods further.

Are you missing any goods or items?

If missing goods or items, it is important that you count and make reasoned reservations in the consignment note. Please contact your personal LEMAN specialist to submit documentation as follow: signed consignment note, your invoice and your photos.

Report damage to LEMAN

Once you have secured documentation, please report the damage to your personal LEMAN specialist and submit your documentation: signed consignment note, your invoice and your photos.

We will then register your claim and make sure to process your complaint as soon as possible.

Are you insured outside of LEMAN?

If you have a cargo insurance outside LEMAN, we recommend that you report the matter to your insurance company and send the liability to LEMAN.