

In Case of Damage or Loss

Damage

Should it happen, you receive damaged goods, please follow this guide for documentation and notification of the damage.

Visible Damage

Ensure documentation

1. Examine the external conditions of the goods.
2. If the goods are visibly damaged, you take reasoned reservation in the consignment note and get the driver's signature.
3. If in doubt whether the goods are damaged take reasoned reservation.
4. Take pictures, do not move the goods and limit the damage.

Report the damage

1. Immediately contact your edgemo team to register a claims report.
2. Send documentation in the form of a signed consignment note, invoice and pictures.

Non-visible Damage

Ensure documentation

1. You only have a few days to complain so make sure to check the contents as soon as possible.
2. Take pictures, do not move the goods and limit the damage.

Report the damage

1. Immediately contact your edgemo team to register a claims report.
2. Send documentation in the form of an invoice and pictures.

Loss or Shortfall

1. Count the goods and take reasoned reservation in the consignment note.
2. Contact your edgemo team to register a claims report.
3. Send documentation in the form of a consignment note, invoice and pictures.

Deadlines

	Denmark	International
Visible damage	Immediately	Immediately
Non-visible damage	5 days after arrival	19 days after arrival
Delay	12 days after arrival	19 days after arrival

If the deadline and procedure is not kept edgemo reserves the right to deny the claims report.