

When booking freight it is important to know that there are responsibilities to follow. This applies regardless of which carrier you choose.

- 1 Package correctly** - Your goods must be packaged according to what your content require to manage the transport.
- 2 Allowed or not allowed** - Find out if your goods are allowed to send.
- 3 Signed consignment list** - Make sure the driver signs the consignment list when picking up, **no exceptions!**
- 4 Visible damage** - Damage to the outer packaging must be noted on the receipt in connection to delivery.
- 5 Concealed damage** - Damage to the content must be reported to us within 7 days from the delivery date.


BASIC COVERAGE

If you have followed **your responsibility**, your goods are covered with a basic coverage, a kind of general insurance.

Compensation is based on **weight**, not the item value



Example - Given that you have followed your responsibilities

Weight		Item value	Compensation
1 KG		150 SEK	150 SEK*
			Based on weight
Weight		Item value	Compensation
1 KG		15 000 SEK	150 SEK*
			Based on weight



GOODS INSURANCE

Insure your goods by choosing to be included in Shiplink's goods insurance or with your own insurance company.

Compensation is based on **item value**, not weight



Example - Given that you have followed your responsibilities

Weight		Item value	Compensation
1 KG		150 SEK	150 SEK
			Based on value
Weight		Item value	Compensation
1 KG		15 000 SEK	15 000 SEK
			Based on value

*The compensation levels may vary due to freight service, carrier and country. However, the compensation can never exceed the items value.



A goods insurance is **not a substitute** for not packaging according to the need of the content. You must fulfill your responsibility when sending goods. If you do not, there will be no compensation.

Do not forget to always make an assessment of whether a goods insurance is needed or not.

A SHORT FILM (2 MIN)



ABOUT BASIC COVERAGE & GOODS INSURANCE

Hello!



Do you have questions about basic coverage and goods insurance?

You are welcome to contact Shiplink's customer service by phone, email or chat.



010-20 706 66



kundservice@shiplink.se



shiplink.se