



YOUR PERSONAL LINK TO GLOBAL TRANSPORTATION AND LOGISTICS

IN CASE OF DAMAGE

1. Please confirm if there was any visible damage to the outer box. If yes, please describe the damage.
2. Please describe the type of inner packaging material that was used to protect the packaging, and if this was also damaged.
3. Please describe the product(s), and the exact damage that was done to the product(s).
4. If there was damage to the outer box, does the damage correspond to the damaged product(s).
5. Can the damaged product(s) be repaired, and if so what is the repair estimate?
6. Pictures of the product and pictures of inner and outer packaging.
7. Original purchase value and/or cost to repair.
8. Keep the merchandise and all original packaging, including cartons and contents until the claim resolution progress is finished. It may be necessary to make the packaging available to responsible partners for inspection.

Please return answers back to booking@leman.com. Contact phone no. +45 70 247 247

All services rendered are subject to the General Conditions of the Nordic Association of Freight Forwarders (NSAB 2015). As contracting party of. § 3 B the conditions limits the freight forwarder's liability for loss of, deterioration of, or damage to goods to SDR 8.33 per kilo and for delay to the amount of the freight, and for all other loss to SDR 100,000 in respect of each assignment (§ 21). As intermediary of. § 3 C the freight forwarder's liability is limited to SDR 50,000 in respect of each assignment and totally in the event of any one occurrence to SDR 500,000 (§ 24). For storage, the total liability is limited to SDR 500,000 for damage occurring in the same occasion (§ 25). Special attention is directed to the network clause (§ 2); claims against the freight forwarder are statute-barred after one year (§ 28); and the lien on goods (§ 14) applies to both current and previous claims.



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LEMAN WORLDWIDE



Greve (HQ)
Ventrupvej 6
DK-2670 Greve
Denmark

P: +45 33 43 42 00
F: +45 33 43 42 10
E: kontakt.dk@leman.com



Taulov
Nordensvej 17
DK-7000, Fredericia
Denmark

P: +45 79 23 23 70
F: +45 70 33 71 33
E: taulov@leman.com



Herning
Kærvej 3-5
DK-7400 Herning
Denmark

P: +45 99 28 29 50
F: +45 99 28 29 60
E: herning@leman.com



Aalborg
Vardevej 1
DK-9220 Aalborg Ø
Denmark

P: +45 96 35 41 00
F: +45 98 15 18 50
E: aalborg@leman.com



Helsingborg
Strandbadsvägen 15
252 29 Helsingborg
Sweden

P: +46 042 26 65 50
E: kontakt.se@leman.com



Stockholm
Drivhjulsvägen 42
126 30 Hägersten
Sweden

P: +46 08 709 75 90
E: stockholm@leman.com



Göteborg
Godsgatan 5
418 79 Göteborg
Sweden

P: +46 031 58 01 00
E: goteborg@leman.com



Drammen
Tomtegata 80
3012 Drammen
Norway

P: +47 32 26 74 50
F: +47 32 26 74 55
E: kontakt.no@leman.com



Moss
Rabekkgata 4
1523 Moss
Norway

E: kontakt.no@leman.com



Vestby
Tverveien 4
1540 Vestby
Norway

E: kontakt.no@leman.com



Helsinki
Hakamäenkuja 11 A
FI-01510 Vantaa
Finland

P: +358 9 3424 810
F: +358 9 3424 8199
E: yhteystedot@leman.com



Turku
Huolintakatu 5
FI-20200 Turku
Finland

P: +358 9 3424 810
F: +358 9 34248199
E: turku@leman.com



Leeds
Container Base
Valley Farm Way
Wakefield Road, Stourton
Leeds LS10 1SE, UK

P: +44 (0) 113 271 2777
F: +44 (0) 113 271 2555
E: leeds@leman.com



Glasgow
4 Bairdsland View
Bellshill Lanarkshire,
Scotland
ML4 1RZ, UK

P: +44 (0) 1698 842277
F: +44 (0) 1698 841741
E: glasgow@leman.com



Heathrow
Falcon House
Central Way, Feltham
TW14 0UQ
UK

P: +44 (0) 208 893 1006
F: +44 (0) 208 890 0704
E: heathrow@leman.com



Birmingham
Unit 1, Gallan Park
Watling Street, Cannock
WS11 0XG
UK

P: +44 (0) 1543 43 74 40
F: +44 (0) 1543 43 74 42
E: birmingham@leman.com



London
Arcese Ltd.
Thurrock Park Way,
Thurrock Park,
Tilbury, RM18 7HZ, UK

P: +44 (0) 1375 48 94 10
F: +44 (0) 1375 48 94 15
E: london@leman.com



Milwaukee, WI
1860 Renaissance Blvd
Sturtevant, WI 53177
USA

P: +1 (262) 884-4700
F: +1 (262) 884-4690
E: contact.us@leman.com



Projects
507 N Sam Houston
Pky, Suite 306
Houston, TX 77060
USA

P: +1 (281) 254 8607
F: +1 (281) 931 4093



Miami, FL
10925 NW 27th Street
Miami, FL 33172
USA

P: +1 (305) 468 8540
F: +1 (305) 468 8570
E: miami@leman.com



Houston, TX
507 N Sam Houston
Pky, Suite 306
Houston, TX 77060
USA

P: +1 (713) 861-6141
E: houston@leman.com



New York, NY
67 Walnut Avenue
Suite 301
Clark, NJ 07066
USA

P: +1 (848) 628-1000
F: +1 (848) 628-1010
E: newyork@leman.com



Los Angeles, CA
21221 S. Western Ave
Suite 210
Torrance, CA 90501
USA

P: +1 (310) 641-3776
F: +1 (310) 641-3786
E: losangeles@leman.com



Chicago, IL
820 Thorndale Avenue
Bensenville, IL 60106
USA

P: +1 (630) 860-1870
F: +1 (630) 860-5726
E: chicago@leman.com



Atlanta, GA
611 Hwy 74 South
Suite 102
Peachtree City, GA 30269
USA

P: +1 (770) 515-0210
F: +1 (770) 515-0215
E: atlanta@leman.com



Charlotte, NC
9140 Arrowpoint blvd.
Suite 260
Charlotte, NC 28273
USA

P: +1 (980) 231-1723
F: +1 (984) 247-2322
E: charlotte@leman.com



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