

General

Company/Organisation:

Business ID Number:

Name & Last Name

Phone Number:

E-Mail Address:

Date of Damage:

Transport: from to

Specifics

Your Claim:

- Late Delivery
- Damaged Load
- Loss of Load
- Other

Describe Your Claim:

Note in CMR*:

Damages Protocol Signed by the Driver

Estimated Damages in EUR:

Photos of goods on vehicle with visible registration plate

Value of Damaged Goods

Weight of Damaged Goods

Damaged goods must be stored separately to enable inspection if necessary.

Goods of **10,000 kg** are insured for **2,631,364 CZK**, according to the CMR Convention. Additional insurance is needed when real value of goods is higher.

Insurance Calculation According to CMR

Coefficient	Weight in Kg	MME	Insured For
8.33			0 Kč

* For **obviously noticeable damages** and loss, damages claim must be submitted **immediately upon delivery**. A note in CMR is obligatory.

For damages and losses **unnoticeable at first sight**, damages claim must be made within **7 working days** from delivery.

In case of claiming damages caused by **late delivery**, the late delivery itself must be claimed within **21 days** from actual delivery date. Should late delivery not be claimed in time, the right to claim damages caused by late delivery expires.

Info

The customer is responsible for loading goods, and the transport provider is responsible for its layout and securing — if not agreed otherwise. Such as when the customer tells the driver exactly how the goods should be laid out and secured or hands over a securing manual). The driver is responsible for laying out goods in a way that doesn't cause overload. In cases when the driver can't be present at loading time (e.g. isn't let in the warehouse) and then the load is sealed, the driver can't control the goods and is obliged to note this in CMR. In such case, overload is not the driver's but the customer's (or their supplier's) responsibility.