

Dear Customer,

At Stena Line, we have been diligently working to enhance our damage registration and claims process. Please allow us to introduce our new re-check procedure for the North Sea.

From customer feedback we have learned that our on-site procedure for reporting damage took up too much valuable time. Therefore, starting July 1st, we will implement a new re-check procedure. With this new procedure, there is no longer any need to wait for Stena Line staff to come and assist in taking photos or making reports of any perceived damages, as you can now send us your own photographs, taken by your collecting driver. Below button will take you to an easy breakdown of the new re-check procedure, but the basic premise is as follows:

- If you notice any new damage to your trailer or trade unit, the re-check must be carried out at the port of discharge, in accordance with the applicable Stena Line general terms and conditions.
- The collecting driver should take pictures of the damage before connecting and moving the unit, ensuring they capture the unit number, the damage itself, and the terminal environment.
- Please note that the pictures must have a date and time mark and, preferably, GPS location in the EXIF data (also known as Metadata)

Should EXIF or Metadata be unavailable please ensure you include some proof of date and time, such as the original WhatsApp message, to help formalize your claim.

At this time, the re-check procedure is being implemented only on the North Sea routes. If at the end of the calendar year the re-check procedure proves successful, Stena Line will look in to rolling it out on other routes as well.

Claims can be filed at: <https://stena.claims.tolynx.com> or through the Stena Freight Portal, as you're used to doing.