

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.

In order to quickly handle the re-check procedure and comply with the requirements to handle your quote, please proceed as follows:

Upon arrival of your unit, the collecting driver (haulier or subcontractor) should carefully inspect the unit for any new damage. This re-check must be carried out at the port of discharge upon collection, prior to connecting to and moving the unit. If any damage is found, said driver need to take a minimum of 3 photographs, as described below:

Capture **at least three photographs** showing:

1. The **unit number** (clearly visible),
2. The **damage** (close-up shot),
3. The **terminal environment** (to provide context).

Any additional photographs to show the extent of the damage are of course welcome.

Please ensure that the photographs have the Metadata, or EXIF data, included in the original message. This data should show the date, time and GPS location of the photos.

If your photos do **not** have EXIF data, please provide proof of when they were taken by forwarding the original email or message (e.g., WhatsApp) in which the photos were sent. This helps verify the date and time the photos were taken.

At this time, the re-check procedure has been implemented only on the North Sea. 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.