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| **Complaint form Kuehne+Nagel Sp. z o.o.** |
| **Filling date** | **2025-07-28** |
| **Claimant(full name and address)** | Click here to enter the text |
| **Contact details of the notifier (e-mail, telephone)** | Click here to enter the text |
| **Date of loading** | Click here to enter the text |
| **Date of unloading** | Click here to enter the text |
| **Number of Kuehne+Nagel’s order** | Click here to enter the text |
| **Name of the contact person in Kuehne+Nagel** | Click here to enter the text |
| **Details of the complaint** |
| **Damage**[ ]  Cushing[ ]  Bursting[ ]  Soaking[ ]  Soiling[ ]  Chipped[ ]  Chipping[ ]  Bruising[ ]  Other |  **Delay\***[ ]  Delay[ ]  Delivery to an incorrect address (and consequent delay)[ ]  Other\* *not applicable for sea transport*  | **Lost**[ ]  Total loss of shipment [ ]  Partial loss of shipment[ ]  Other | **Packaging condition**[ ]  Undamaged packaging[ ]  Damaged packaging[ ]  Unpacked[ ]  Other |  **Other**[ ]  No customs clearance[ ]  Other |
| **Net value of the entire consignment** | **Value of damages claimed** |
| **Method of calculation of damages** | Click here to enter the text |
| **Gross weight of entire consignment** | **Gross weight of the damaged part of the consignment** |
| **Damage determination date** | Click here to enter the text |
| **Additional cargo insurance** | [ ]  Shipment covered by additional cargo insurance |

 **Required documents to be attached depending on the type of damage:**

|  |  |  |
| --- | --- | --- |
| **Damage** | **Delay** | **Lost** |
| The following complaints | The following complaints | The following complaints |
| [ ]  Documentary evidence of the conclusion of the agreement[ ]  Forwarding order[ ]  Agreement[ ]  Offer  | [ ]  Documentary evidence of the conclusion of the agreement[ ]  Forwarding order[ ]  Agreement[ ]  Offer | [ ]  Documentary evidence of the conclusion of the agreement[ ]  Forwarding order[ ]  Agreement[ ]  Offer |
| [x]  Damage protocol  |  | [ ]  Damage protocol |
| [ ]  Waybill  | [ ]  Waybill  | [ ]  Waybill  |
| [ ]  Electronic correspondence | [ ]  Electronic correspondence | [ ]  Electronic correspondence |
| [ ]  Commercial invoice |  | [ ]  Commercial invoice |
| [ ]  Documentary proof of loss | [ ]  Documentary proof of loss | [ ]  Documentary proof of loss |
| [ ]  Photos\*, (if available), number (insert)       | [ ]  Photos\*, (if available), number (insert)       | [ ]  Photos\*, (if available), number (insert)       |
| [ ]  Estimated repair protocol |  |  |
| [ ]  Document confirming disposal | [ ]  Document confirming disposal | [ ]  Document confirming disposal |

***\*Note: the total weight of the entire message (including images) must not exceed 5MB.***

|  |  |
| --- | --- |
| Date and signature of the claimant: |  |
| 2025-07-28Date | ......................................................Signature and stamp |

**In order for Kuehne+Nagel Sp. z o.o. to correctly register a complaint:**

1. **Fill in the form and save to your disk - file name: claimKN\_nameOfYourCompany.**
2. **Note: the name of the file to be saved should not contain Polish characters and ‘spaces’. Breaks between words should be filled with ‘\_’ (underscore).**
3. **Send the saved Form together with the documents to the following address:** **knpl.nf.claim-rt@kuehne-nagel.com****.
Note: the total weight of the entire message must not exceed 5MB.**
4. **After sending a message to the above address, you will receive an automatic system reply.**
5. **You will be contacted by e-mail on receipt of the Complaint Form and the documents. You will receive a letter informing you of the number under which the complaint was registered.**
6. **If you do not receive confirmation that your complaint has been registered and its number, please contact us by telephone or e-mail:** **pawel.zielinski@kuehne-nagel.com** **, phone number +48 539 023 109 or** **karolina.blot@kuehne-nagel.com** **phone number +48 532 512 201**