

# Carrier Procedure for Transit Damage

The purpose of the Carrier Procedure document is to clarify for the carrier what to expect when damage to a Lynk&Co vehicle occurs in transit and what expectations Lynk&Co have towards the carrier regarding how they will respond to advised claims.

## 1. Scope

The carrier's responsibility commences at the point that finished vehicle is collected from the designated place of handover.

Only transit damages which correspond to the Lynk&Co Transit Damage Standard (see Page 3, 4) apply to this procedure.

## 2. Collection and Delivery

When collecting the vehicle, but prior to loading, the receiving carrier must inspect the vehicle and note any transit damage which is found on a VCR document and/or delivery document (see Page 5). The VCR should be countersigned by a representative of the party handing over the vehicle. If the delivering carrier fails to wait or refuses to sign the documentation, he will be held liable for the damage.

On arrival at the delivery point (whether final delivery or during the course of transit) a full Transportation Damage inspection should be carried out to assess the condition of the vehicle in accordance with the Lynk&Co Transit Damage Standard.

A scanned copy of this VCR and/or delivery document together with pictures should be sent to Unicar Claims Management (UCM) and to Lynk&Co as follows:

[Lynkcovehiclevcr@ucmglobal.com](mailto:Lynkcovehiclevcr@ucmglobal.com)

and to Lynk&Co Outbound quality team.

## 3. Claim Process

Should a claim be notified by the dealer or similar party responsible for repairing transit damage to the vehicle, UCM will notify the responsible carrier of the intention to claim. This will normally be sent by e-mail at the same time that the claim is acknowledged (within 3 working days) but on occasions this may be later than 3 working days.

The carrier must acknowledge receipt of this intention to claim within 5 working days. If no acknowledgement is received, the carrier is considered as liable.

Once the repairs are complete UCM will submit a recovery demand to the carrier for settlement. Payment terms will be **45 calendar days** from receipt of the demand.

This will include all documents that have been provided to support the claim (this may include the VCR, delivery note, photos, and estimate for repair).

Once the claim has been provided to the carrier, **within 5 working days** of receipt, the carrier should confirm acceptance of liability or rejection of the claim. If the claim is rejected the carrier **must** supply supporting evidence e.g. a VCR showing that the damage was identified at the collecting handover point AND that the collection process (see Section 2 above) has closely been followed.

**\*If no response is received from the carrier within 5 working days UCM will presume the claim has been accepted in full.**

Should the carrier wish to have access to view any replaced parts following a repair, the carrier should contact the dealer directly and arrange this viewing within 20 working days from the vehicles delivery. Replaced parts cannot be collected by the carrier, they can only be inspected within 20 days from date of delivery. When a survey offer is sent to the carrier we suggest to state a response of acceptance of the survey must be provided within 3 working days from the offer date and if no answer is received by 3 working days assume the carrier does not wish to inspect. If inspected the report must be provided within 10 working days from the original offer to survey.

The receiver will keep replaced parts for a period of 20 days from delivery. After this time, they will be destroyed.

Settlement should be made using the currencies stipulated on the demand and by paying into the correct bank accounts for the selected currency as detailed on the recovery demand.

## 4. Notification of Damage for Out of Hours Deliveries

In the case of damage found on vehicles that have been delivered out of hours, the dealer will notify the carrier **within 24 hours** after delivery. (not counting weekends or major holidays)

The dealer will request a reference to be used in place of the driver's signature to confirm the out of hours delivery. It is the carriers duty to provide this reference within three working days of the notification given.

## 5. Repair methods

The damaged vehicles are repaired in accordance with established methods and existing requirements from authorities. The repair methods are defined and approved by Lynk&Co. The repair costs are approved by Lynk&Co at dealer rates and in accordance with the repair methods.

No salvage value applicable on Class 3's or any replaced parts

## 6. Contact Information

In case of any questions regarding this procedure/instruction please contact Unicar Claims Management as follows:

UCM Global Ltd

PO Box 1640

NORTHAMPTON

NN1 9LN

United Kingdom

Tel: +44 (0)1473 913080

Fax: + 44 (0)870 123 6121

WWW: [www.ucmglobal.com/](http://www.ucmglobal.com/)

Email:

[Lynkcovehiclevcr@ucmglobal.com](mailto:Lynkcovehiclevcr@ucmglobal.com) - For carriers to send VCR'S for In Transit Damage

## Lynk&Co Transit Damage Standard

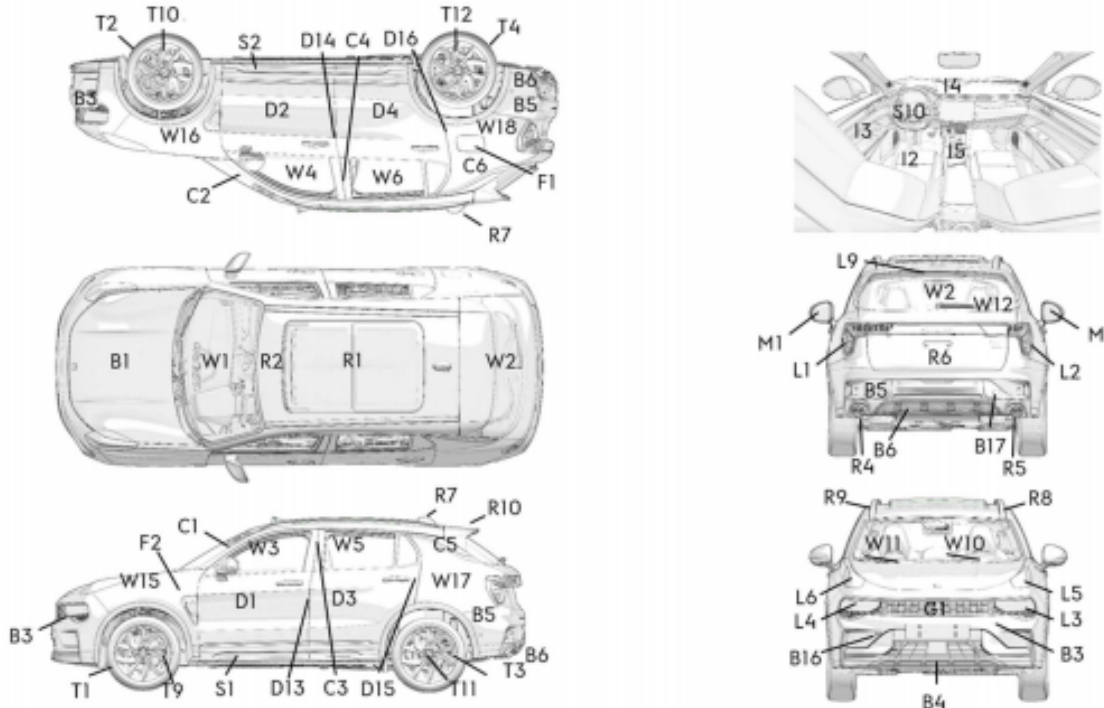
Definitions	Transport Damage	Warranty Defects
<p><b>Exterior paint surface:</b> section of vehicle visible when all doors and lids are closed</p>	<ul style="list-style-type: none"> <li>• Scratches (caught by fingernail )and paint chips which would require repaint (picture)</li> <li>NOTE! Damage to any surface which was covered by vehicle cover/rap gard is accepted as a transport damage if the cover/rap gard shows signs of being affected. Exception: Minor inward dents, cracked glass or broken plastic components underneath the vehicle cover are accepted even though the cover is undamaged.</li> <li>• Scratches on unpainted bumpers, moldings, inserts etc., which have damaged the texture</li> <li>• Inward Dents</li> <li>• No transport claim accepted for hairline scratches.</li> </ul>	<ul style="list-style-type: none"> <li>• Paintwork damage caused by loose vehicle cover or loose rap gard(vehicle report mandatory in TIE ( = technical information exchange)</li> <li>• Hair line scratches. No warranty claims accepted. (picture)</li> <li>• Scratches on unpainted bumpers, moldings etc which have not damaged the structure</li> <li>• Outward Dents and wavy panels (stress marks)</li> </ul>
<p><b>Exterior/interior components</b></p>	<ul style="list-style-type: none"> <li>• Dents on exterior components</li> <li>• Minor inward dents, cracked glass or broken plastic components underneath the vehicle cover are accepted even though the cover is undamaged.</li> <li>• Damage to interior parts on driver side</li> <li>NOTE! Damage to driver side interior which was covered by protection is NOT accepted as a transport damage if the protection is not affected</li> <li>• Other damage to interior trim caused by break-in or vandalism</li> <li>• Paint chips</li> <li>• Paint chips on driver door edge</li> <li>• Other damage with traces of external influence</li> <li>Example: scratches on bumper near lashing eye and broken parts.</li> </ul>	<ul style="list-style-type: none"> <li>• Uneven surface of component (picture) both interior and exterior</li> <li>• Damaged interior (except on driver side) with no signs of vandalism or break in.</li> <li>• Paint chips on edges of boot lid, tail gate, bonnet, petrol cap, doors (except driver door)</li> <li>• Obvious assembly damages such as scratches, which run underneath mouldings, bumpers and stickers/decals</li> </ul>
<p><b>Windshield, glasses, sunroof glass</b></p>	<ul style="list-style-type: none"> <li>• Broken or cracked glass and plastic panels not caused by material defect with evidence of external impact and scratches caused by for example wipers, trees .</li> </ul>	<ul style="list-style-type: none"> <li>• Stress crack on glasses, plastic panels, windshield, sunroof or other exterior plastic panels which are caused by material or manufacturing defect</li> <li>Example: Crack on glasses which no impact point, extending inwards from edge</li> </ul>
<p><b>Hidden surfaces</b></p>	<ul style="list-style-type: none"> <li>• Major significant damage such as scratches and dents on the undercarriage and spoilers, with traces of external influence (picture)</li> <li>• No chaffing marks accepted as a transport claim</li> </ul>	<ul style="list-style-type: none"> <li>• Chaffing marks on undercarriage, underneath spoilers (picture)which can't be caught by fingernail no repair is required</li> </ul>

<p><b>Interior surface &amp; trim: section visibly when customer sitting in the vehicle</b></p>	<ul style="list-style-type: none"> <li>• Dirt, oil, grease or similar on the driver side. If on driver seat and driver door only accepted as transport related if protection is damaged</li> <li>• Water leakage caused by not properly closed window, door, sunroof, lids.</li> <li>• Missing or damaged standard equipment with evidence of being lost during transport.</li> <li>• Remote keys when the plastic is broken.</li> <li>• Missing mechanical keys.</li> <li>• Other damage to interior trim caused by break-in or vandalism.</li> </ul>	<ul style="list-style-type: none"> <li>• Dirt, oil, grease or similar on seats and interior panels (driver side excluded)</li> <li>• Water leakage caused by improper sealing due manufacturing defect and the consequential damages</li> <li>• Missing optional and standard equipment.</li> </ul>
<p><b>Tyres and Rims</b></p>	<ul style="list-style-type: none"> <li>• Scratches and chips on the rim (picture)</li> <li>• Puncture, flat tyre with external evidence (bolts, screws, nails, etc.)</li> <li>• Cut in sidewall.</li> <li>• Deep cut or damage to tyre tread surface.</li> </ul>	<ul style="list-style-type: none"> <li>• Chafe marks from the wheel bolt equipment or roller test on manufactory process (picture)</li> </ul>
<p><b>Battery (non-starters)</b></p>	<p>If evidence of lacking stock maintenance or car being jumpstarted (Ex marking around battery, battery cover lose). Battery cover is broken due to wrong handling.</p>	<p>If no signs of transport related nonstarters battery analyses should be done according to Lynk&amp;Co instructions.</p>

# VEHICLE CONDITION REPORT LYNK&CO

**MUST** be completed at time transit damage is identified.

Lynk & Co  
International AB  
Gothenburg, Sweden

1. Model	2. Vehicle Identification Number (VIN)
<p>3. Location codes</p> 	

### 4. Damage codes and descriptions

Code	GB	SE	DE	FR	IT	ES	NL	CN
13	Puncture	Punktering	Reifenpanne	Percement crevaison	Pneumatico forato	Perforación	Lekke band	被刺穿, 被戳破
27	Dent	Buckla	Beule	Bosse	Ammaccatura	Abolladura	Deuk	凹痕
28	Scratch	Repa	Kratzer	Rayure	Graffia	Arañazo	Kras	擦伤, 划痕
29	Paint chip	Lackavslag	Lackspritzer	Défaut de peinture	Vernice scheggiata	Pintura desportillada	Lakpunt	漆点飞溅
53	Missing	Saknas	Fehlteile	Manquant	Mancanze	Faltante	Ontbreekt	丢失, 遗失
82	Broken	Avbruten	Abgebrochene Teile	Cassé	Rottura di pezzo	Roto	Stuk	破损
99	Factory fault	Produktionsfel	Werksfehler	Défaut usine	Difetto di fabbricazione	Fallos de fábrica	Fabriekfout	工厂质量缺陷

5. Location code	6. Damage code	7. Full vehicle cover damaged? <input type="checkbox"/> YES <input type="checkbox"/> NO	8. Additional notes
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<p><b>A</b> 9. Hand-over from</p> <p>(a) Transport ref. (vessel name, truck reg, train code, plan nr)</p> <p>(b) Company</p> <p>(c) Name</p> <p>(d) Signature &amp; stamp</p> <p>(e) Date</p> <p>(f) City</p>	<p>➔</p> <p><b>Company type</b></p> <p><input type="checkbox"/> Factory  Factory</p> <p><input type="checkbox"/> Air  Air</p> <p><input type="checkbox"/> Road  Road</p> <p><input type="checkbox"/> Distribution  Distribution</p> <p><input type="checkbox"/> Rail  Rail</p> <p><input type="checkbox"/> Body builder  Body builder</p> <p><input type="checkbox"/> Sea  Sea</p> <p><input type="checkbox"/> Retailer  Retailer</p>	<p><b>B</b> 10. Hand-over to</p> <p>(a) Transport ref. (vessel name, truck reg, train code, plan nr)</p> <p>(b) Company</p> <p>(c) Name</p> <p>(d) Signature &amp; stamp</p> <p>(e) Date</p> <p>(f) City</p>
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**IMPORTANT:** Reservations at delivery must appear on the freight document.  
Please use VCR (this document) as a support to detail noticed damages. Top page must stay in chassis.

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