

CarSecure: All damages during car transport covered up to €210,000

The car transport platform TransConnect offers vehicle transport including damage coverage up to seventy thousand euros per vehicle, with a maximum of three vehicles per transport. The CarSecure coverage provides unique security for car transport within Europe. A condition is that TransConnect customers sign the CMR upon receiving the vehicle, take photos, and report any visible damage. A maximum of three vehicles per transport is covered.

The standard transport insurance

With standard transport insurance, compensation is calculated at approximately €10 per kilogram of cargo in case of damage. For a car weighing 1200 kg, the maximum coverage is therefore €12,000. In addition, in cases of force majeure—such as a severe hailstorm—the carrier is not liable.

Separate all-risk damage insurance can be taken out, but costs can quickly rise to around three hundred euros per trip—almost as much as the total transport price.

A new standard in car transport

With CarSecure, TransConnect sets a new standard. In addition to exceptionally fast delivery times, the all-risk damage coverage redefines the quality of car transport.

12 frequently asked questions (FAQs) and their answers:

Question 1: What is CarSecure for car transport?

Answer: CarSecure is coverage that protects against damage to vehicles during transport, regardless of the cause. This includes damage due to accidents, theft, vandalism, weather conditions, and other unforeseen events. The only exception is war.

Question 2: What transport situations are covered?

Answer: Damage is covered during loading, unloading, and road transport. The coverage applies to both national and international transports.

Question 3: What amount is paid out in case of damage?

Answer: Our coverage reimburses damages up to €70,000 per vehicle, with a maximum of three vehicles per transport.

Question 4: How can I file a damage claim?

Answer: A damage claim can easily be submitted via the "Claim" button in the order overview. This must be done within 3 business days after the vehicle has been delivered. Upload a signed CMR, photos, and a damage description.

Question 5: What does this service cost?

Answer: The CarSecure service is included in the transport price.

Question 6: Is there a deductible?

Answer: Yes, a deductible of €500 applies per claim.

Question 7: Can I adjust my coverage?

Answer: No, the coverage cannot be adjusted.

Question 8: Is this coverage valid for used vehicles?

Answer: Yes, it applies to both new and used vehicles, provided they meet the acceptance criteria.

Question 9: When is the damage amount paid out?

Answer: We aim to pay out the compensation within 10 days.

Question 10: How is the damage assessed?

Answer: Damages exceeding €10,000 are assessed by an independent damage expert to ensure fair and objective evaluation.

Question 11: For how many vehicles per transport can I file a damage claim?

Answer: For up to three vehicles per transport.

Question 12: What conditions must a vehicle meet to be eligible for CarSecure?

Answer: There are no specific conditions. All vehicles we transport are automatically covered, with no selection process required.