

What to do in case of damage during transport

Instructions



Dear Customer,

all items and deliveries are checked and thoroughly packed by our goods issuing department. Nevertheless, in very rare cases, items can reach our customers in a damaged condition. Therefore, please check the delivery thoroughly:

After delivery:

- **Immediately** check the consignment for possible damage. Also check the completeness of items that are listed on the delivery note.
- In the case of apparent damage, please open the consignment in the presence of the delivery agent. Make sure that there is no case of hidden transport damage. Please check if the content is damaged, or if items are missing.
- Check if the **tilt indicators** have triggered. Subsequent claims will not be acknowledged!
- **Always** mark the detected damage and missing items on the consignment note.
- If possible, **take a picture of** the detected damage.
- In the case of obvious transport damage, **refuse to accept** the delivery.
- Have the damage / loss **confirmed** in writing by the carrier.
- **Only then** may you confirm receipt of the consignment.
- **Keep** the **outer and shipping packaging** for examination of the damage .

Please do not accept consignments with the note "with reservation"!

This note is legally void and has no relevance for the insurance company in the event of damage.

After delivery:

- If damage is noticed after removing the packaging, the customer has the possibility to report this **hidden** damage within **7 days** after delivery. Subsequent complaints will not be acknowledged. Please note that the burden of proof in case of hidden damage is on the recipient.
- Any damage of the delivery has to be reported **immediately** . Damages that are reported belatedly will **not be covered** by the transport insurance.
- After prompt notification via telephone or fax, we need the **original consignment note**, as well as the filled in **notification of transport damage (see page 2)** for rapid processing.

Thank you very much for your cooperation

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NOTIFICATION OF TRANSPORT DAMAGE

Please fill in this questionnaire completely and send it back to us.

Your address: Delivery address:
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.....

Date of delivery:

Date of damage notification:

KBR order no./ Delivery note no.:

Name of carrier

Description of damage (maybe photo of damage)

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.....
.....

(Mark with a cross where applicable)

Damage:

- Foil is damaged
- Packaging is damaged (cracks, holes, dents, impressed edges)
- Pallet is damaged
- Tilt indicator has triggered

Cargo securing on the truck:

- Pallet was lashed
- Pallet was not lashed

Original delivery note e.g. proof of delivery:

- attached
- will be given later

Name of driver License plate number

Contact partner: Tel. / E-mail

Name of consignee: Tel. / E-mail

Transport damages can only be acknowledged, if they are reported immediately by means of a complaint description and documentation. The transport damage can only be acknowledged after assessment at our premises.

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Place / date: Signature Company stamp