

# TRANSPORT DAMAGE GUIDE

Dear Customer,

If goods arrive damaged, it is very important to us to clarify the situation quickly and unbureaucratically. We ask you, in cooperation with us, to observe the following procedure:

If you notice obvious damage to the package upon delivery, please notify the delivery service immediately whilst they are with you. Please state on the delivery note that the goods have arrived damaged before you sign for it.

We can then process a claim for the transport damage as quickly as possible with the shipping service provider and ensure that you are supplied with replacement goods quickly and free of charge. Otherwise, it is not possible for the shipping service provider to prove whether the damage to the package occurred before or after delivery.

If undamaged packages are accepted, but damages on the product are discovered only after the package has been opened, we can only recognize them if a written notice of damages is submitted within 7 calendar days of acceptance of the package. The notice must be accompanied by photos of the package including the shipping label (readable) and the damaged product.

## Summary:

- Report obvious damage immediately
- Report hidden damage within 7 days
- Photo documentation of the packaging + shipping label (readable) + damage
- When shipping on pallets: Photo documentation on the vehicle + reference on delivery documents
- Secure the goods until further notice and only destroy them when instructed