



Responsibility as a recipient

As the recipient of goods, you are responsible to check the condition of the outer packaging and that the shipment is complete before you approve and take over responsibility for the goods.



Inspection of packaging

Inspect the outer packaging thoroughly for visible defects or damage. The item itself is checked after signing.



In case of damage

If you detect or suspect damage, it is important when signing, to write "damage" with your signature on the consignment note/PDA. If the goods are approved without the note "damage", it means that you approve the existing condition of the goods and have no right to compensation in the event of a complaint. You have the right to refuse delivery, we only recommend this if the goods are visibly completely destroyed.



We recommend that you note "damaged" if you suspect any damage to the goods.

✓ Checklist - review upon receiving goods

- Damp stains** - Does it look like the outer packaging is or has been damp/wet?
- Scratch marks** - Does the outer packaging have visible scratches or tear marks?
- Holes** - Are there any holes or openings in the outer packaging?
- Chipped** - Does the outer packaging indicate pressed or damaged edges?
- Number of packages** - The driver must be able to show the number of packages that the delivery should contain. If something is missing, it must be noted at the time of delivery. Write "missing package" with your signature.

If yes - "damage" or "missing package" must be noted when signing and documentation must be made.



Damages are always important to carefully document e.g. with photo or film, before and during unpacking. To prove that the damage occurred during transport management.



If the packaging is flawless, you will sign with your signature. This means that you accept and approve the condition of the goods and that you have confirmed that the shipment is complete.

After signing - check the contents of the goods immediately



If deficiencies in the content are discovered after signing the delivery, it must be reported **immediately** to the person from whom the product was purchased.



Damage to the content must be reported **within 7 days** for a reclaim to be possible.