






IMPORTANT INFORMATION

Transport damage



All items leave our premises in perfect condition and properly packed. Therefore, please check the integrity and completeness of the delivery / packages on receipt in the presence of the driver.

What to do if ...	Packaging / goods damaged	Packaging perfect but damaged goods	Packages incomplete
<p>Parcel service</p> 	 <p>Damage immediately with the driver (on the ticket) to be noted.</p> <p>Refuse acceptance in case of very severe damage or open packages.</p>	 <p>Photographic documentation of the damage.</p> <p>Notification of the damage within 24 hours.</p>	 <p>Compare the number of packages delivered with the information on the consignment note / display.</p> <p>Request the driver to confirm the missing quantity on the consignment note.</p>
<p>Forwarding agency</p> 	<p>Unpack the goods in the presence of the truck driver and record the damage on the consignment note certified.</p> <p>Report any damage immediately!</p>		

BEFORE EXERCISING A WARRANTY RIGHT, PLEASE CONTACT OUR CUSTOMER SERVICE.

We need these documents from you:

- Consignment note with damage confirmation
- Photos of the damage

A later settlement without confirmation of the damage is not possible.

