

What to do in the event of transport damage



Despite use of good packaging, and the efforts of everyone involved to always provide you with goods in perfect condition. Transport damage can unfortunately still occur. It is therefore extremely important that you inspect your goods for damage when received. Where possible document any damage found and record this in the transport/shipping documents. This is absolutely vital for later regulation of any issues.

Should any product received by you suffer from transport damage, please inform us soon as you discover it. We require the following information/papers:

- Transport/shipping documents with corresponding notes on the damage and confirmation by the driver
- Information regarding which shipment and which goods are affected (e.g. copy of delivery note)
- Information regarding the type of damage (include photos if available)
- Further procedure (return, replacement, repair, delivery date agreement,...)

Please pass this information on to the staff members listed below via e-mail, fax or telephone.

There are two basic kinds of transport damage:

1. Obvious transport damage

Examples: Carton torn or severely dented, parts of the equipment protruding out of the packaging, broken pallets, fork from forklift truck has penetrated the box on the pallet,...

What to do in these cases:

Record the type of damage (e.g. packaging defective, housing dented,...) on the consignment note and have the delivery driver confirm this by signing it. If the driver refuses to sign it, make your notes anyway and add the text: "Driver's signature missing, as refused to sign".

Should the signature be on an electronic display unit, sign slightly smaller and make sure the word "DEFECTIVE" is recorded and clearly legible. If possible, also get the driver to record the delivery as defective/damaged in his system.

You can also use your own forms to record and document damage if this is standard practice in your company.

If you are at all unsure: Rather than accepting a damaged delivery which you suspect you may be liable for, simply refuse delivery and let us know about the damage.

If a driver refuses to grant you delivery if you wish to record the damage (i.e. insisting on a signature without any damage notes or no delivery), simply refuse to accept the delivery and let us know as soon as you can.

We will then organise return of any refused delivery for you in collaboration with the haulage/transport company of our choosing. We also organise pick-up of products damaged in transit. Of course, we will always contact you to coordinate this.

2. Hidden transport damage

Examples: Box or pallet appears undamaged externally, but damage is detected when opening the delivery packaging.

Unlike obvious transport damage, the goods were accepted "against clean receipt". No damage was made clear to or recorded by the carrier.

The burden of proof against the carrier therefore lies between sender and recipient. In such cases, complete and comprehensive documentation is therefore essential (photos of the internal and external packaging, photos of the damaged sections, descriptions of the damage, etc.). In addition to this, any such damage must be reported to us within 10 days of receipt. Once these 10 days have elapsed, the carrier/courier and any insurance will assume that the goods have been delivered satisfactorily and that any damage can now no longer be settled.

General notes:

Observe the delivery conditions (Incoterms) when registering damage. e.g.: an "ex works" delivery that reaches you damaged is your responsibility, whereas we assume responsibility for a "carriage paid" delivery to your door. If you need to inform your insurance company of damage that has occurred, we would be happy to draft an estimate for this.

When only minimal transport damage has occurred or minor repairs are required, we often handle this ourselves in coordination with you and do not escalate it to a transport damage case with everything that this entails. Please contact us in the event that a delivery has minor damage of this nature. We can generally find an unbureaucratic solution.

Should you have any questions regarding transport damage, please contact us:

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