

Transport damage – Damage report

Dear Customer,

We are sorry that your shipment was not delivered properly and that damage has occurred. Please note and carry out the following points for processing:

Proper handling in case of REASONABLE transport damage:

- Damage must be noted - immediately - on the consignment note by the carrier upon delivery.
- Leave consignment unchanged and photograph damage from outside (pallet, outer box, other details)
- Dismantle the pallet/open the carton and also document the damaged goods with photos (original product packaging, serial number and manufacturer's label).
- Complete damage history (type of damage, number of products/collis, product description, serial numbers if available, further details) as well as copy of invoice, pictures and signed waybill by email to rma@alldis.de.
- Keep the outer packaging, packaging material and damaged goods until final settlement of the claim.

Correct handling in the event of DECREASED damage:

- The damage must be reported immediately (within max. 3 days) after delivery
 - After dismantling the pallet or opening the carton, photograph the damage (original product packaging, serial number and manufacturer's label).
 - Complete damage history (type of damage, number of products, product description, if available serial numbers, further details) as well as invoice copy and pictures by email to rma@alldis.de.
- Keep the outer packaging, packaging material and damaged goods until the final settlement of the claim

If you do not observe these points, the insurer's obligation to pay benefits will lapse and you will have the burden of proof for the damage.

Email with following data and documents to rma@alldis.de :	
-	Customer number
-	Company name
-	Contact person
-	E-Mail / telephone number
-	Reason for damage report (Visible transport damage or concealed damage?)
-	Shipping company (UPS, DHL, Schenker)
-	Shipment number(s)
-	Description of damage incl. photos (describe type and extent of damage, e.g. crushed, torn, further details)
-	Was the forwarding driver notified of the damage? (Note on the consignment note)
-	Invoice number/date
-	Quantity
-	Item number(s)
-	Article description(s)
-	Serial number(s)