

Liability relevant behavior at transport damages

Detecting, treating and correct handling of transport damages

All items are checked for damages and packed carefully before shipped. All articles and programs are checked by us before shipped and packed carefully. Nevertheless in rare cases items of a shipment can arrive damaged or even lacking. Therefore please check your delivery very precisely:

- **Is the box battered, squashed or damaged?**
- **Has the full numbers of packages arrived according to the enclosed papers?**

Sollte offensichtlich Ware fehlen oder beschädigt sein, melden Sie den Sachverhalt bitte unverzüglich schriftlich per Fax an **0 62 32 – 31 89-20** oder per E-Mail an **info@splusb.de** .

Wir klären dann mit Ihnen das weitere Verfahren.

Please don't send back any damaged items or packages without the written permission of staedtler + beck.

It is in your own interest to follow the beneath mentioned procedures:

The recipient has the obligation to examine!

Delivery by carrier

The company staedtler + beck are sending large appliances by hauliers. At obvious transport damages it is recommended, to unpack the delivery in the presence of the forwarder and note on the proof of delivery or delivery note the type of damage with date, time and signature of the deliverer. Additionally the truck / van / car licence plate should be listed. Photographs as evidence are very helpful to be able to a betterhandle for the incident.

Delivery by parcel service

If the package or wrapping is obviously damaged on the outside, so please completely refuse the acceptance or if the goods are needed urgently, note the type of damage with date and time necessarily on the roll list. Please in any case take the time and control the shipment in the presence of the delivery driver. Please let incorrect quantities acknowledged.

In all cases:

- Damaged or incorrect quantities are noted and must be acknowledged by the driver
- Let the product and the packaging unchanged in any case
- DO NOT use the damaged goods
- Report the damage to staedtler + beck as described on the next page

Types of damage

Obvious shipping damage

An obvious shipping damage occurs when the outer packaging is clearly upset, torn or damaged in any way.

The obvious shipping damage is immediately to report in writing to staedtler + beck.

With already externally visible damage of the shipment it is recommended to open the delivery in the presence of the deliverer. Make sure that no covert transport damage exists. In particular, check whether the contents are damaged or missing.

The receiver acknowledges with his signature not only the acquisition of goods, but also the external condition of the shipping or transport packaging with no visible defects. Therefore in any case let fill in a damage report by the deliverer. Let describe all the damage to the packaging of items delivered and let all the missing items list exactly. It has proven to preserve evidence photographs of the damaged items or shipments. Otherwise claims for damages of transport are impossible. Alternatively you can of course refuse to accept the shipment due to damage.

Concealed shipping damage

A concealed shipping damage occurs when the outer packaging apparently is undamaged, but the contents are damaged. The concealed shipping damage must be reported in writing within 48 hours to staedtler + beck.

Check the goods immediately upon receipt. A hidden transport damage is present when it is detected only after acceptance of the shipment. The recipient must report the damage within 48 hours after acceptance of goods by fax at +49-62 32-31 89-20 or e-mail to info@splusb.de to staedtler + beck. Here, the receiver describes the damage that occurred as accurately as possible and in any case to preserves the goods including packaging and shipping container for inspection of damage in transit. Here has also proven by the evidence photographs of the damaged item or shipment.

Staedtler + beck will then immediately contact the receiver to cause further steps. Later discovered defects that are due to improper handling during transport, are no longer recognized by insurance companies and replaced. The same applies in the absence of shipment packaging.

Please avoid accepting the broadcast with the words „subject to“! This notice is legally ineffective and has no relevance for claims for insurance.

Transport damage report

Date of delivery: _____ Time: _____

Name of recipient: _____

Street/No: _____

Postcode/City: _____

Delivery note / invoice number: _____

Name forwarding agency: _____

Shipping number: _____

Identified lacks:

- Wrong numbers of packages
- Wrong number of pallets
- Other: _____

Identified damages:

- Film is damaged
- Packing damage (cracks, holes, dents, dented edges)
- Pallet damaged
- Other: _____

Name of driver: _____ Name of recipient: _____

License plate: _____ Telephone (for any queries): _____

Signature of driver

Signature of recipient

By Fax to +49 6232 – 31 89-20 oder by email to info@splusb.de