

Procedure in case of damaged delivery

Procedure in case of transport damage

When the ordered goods leave our premises, the risk is transferred to the recipient. It is therefore in your own interest to follow the instructions below in case of transport damage!

When accepting the delivery of the goods, please ensure that the number of parcels delivered corresponds to the number stated on the delivery note.

Later complaints due to missing goods can no longer be made at the carrier, as you must sign the proof of delivery.

If there is obvious damage when the goods are delivered, what do you have to do?

There are basically two types of transport damage:

1. Obvious transport damage

It is recommended that if the consignment is visibly damaged, it should be opened in the presence of the delivery person to ensure that there is no concealed transport damage. Make sure that the contents are not damaged or missing by checking them carefully.

Some examples of obvious transport damage are: torn or heavily dented cardboard boxes, goods sticking out of the package or damaged pallets etc.

Procedure:

Please note the type of damage, for example defective packaging, on the consignment note and have the delivering driver confirm this by his signature. If the driver refuses to sign, make the note anyway and add: "Driver's signature missing because he/she refused to sign".

In case of a signature on a display device, please keep the signature slightly smaller and clearly mark the note "DEFECTIVE". The driver should also mark the consignment as defective in his EDP.

If you are unsure whether to accept a damaged consignment and fear that you may have to pay for the damage yourself later, we advise you to refuse acceptance without concerns and to report the damage to us by e-mail: logistics@h-btechnics.com.

If a driver refuses the opportunity to accept the goods to you with a note of damage (he insists that you sign without a note or refuse acceptance), you should refuse acceptance and inform us immediately by email: logistics@h-btechnics.com.

Please refrain from accepting the consignment with the note "subject to reservation"! This note has no legal effect and does not affect any insurance claims in the event of damage.

In cooperation with our selected transport companies, we organise the return of rejected consignments. In addition, we coordinate the return of damaged goods in consultation with you.

2. Hidden transport damage

In some situations it may happen that the outer condition of the box or pallet appears undamaged, but that the goods show defects after opening.

Since the goods were handed over to the carrier without any note of damage, the burden of proof for the damage lies between the consignor and the consignee.

It is important that such damage is reported **immediately**, as otherwise the forwarding agents/parcel services and insurance companies will assume that the goods have arrived undamaged and the damage can no longer be settled.

Procedure:

In order to ensure the verifiability of the transport damage, we kindly ask you to follow the described procedure when returning goods to save you the trouble of proving that the damage did not occur during the return.

1. Please leave goods and packaging unchanged.
2. Refrain from using the damaged goods.
3. Make notes of any damaged packaging or missing items accurately on the proof of delivery and make a copy of them.

Take some photos of the damage and the packaging and enclose a copy of them with the documents.

5. Inform us immediately by e-mail at aftersales@h-btechnics.com. Please describe the damage as precisely as possible and keep the goods including the outer packaging and original carton so that we can check the transport damage.

We will contact you as soon as possible and, if necessary, arrange for the damaged goods to be collected.

General information:

In case of minor transport damage and minimal repairs, we often work outside the regular transport damage process in mutual agreement with our customers. If the damage is minor, please contact us. We can usually find an uncomplicated solution.

Refund or a replacement delivery can only be made once the transport damage has been clearly established or the investigation procedure has been completed.

If there are any questions regarding any transport damage, please contact us:

H+B technics GmbH+Co.KG
Schiffahrter Damm 510
48157 Münster
Tel.: +49251 / 92 20 76-55
Fax: +49251 / 92 20 76 999
E-mail: aftersales@h-btechnics.com