

NOTIFICATION OF TRANSPORT DAMAGE

**by Fax to: +49 (0)711 31973-52222 or
by e-mail to: service@elektror.de**

Please call our service department on the following phone number for further inquiries +49 (0)711 31973-2222.

CORPORATE DATA

Customer ID:
Company:
Street:
Zip, City:
Contact person:
Phone:
e-mail:
Delivery address:
(if differently)

INFORMATION OF TRANSPORT DAMAGE

Order confirmation / Serial- / Delivery- / Invoice-number:
Article description:
Date of takeover / Name:
Forwarder:
Kind of transport damage: Obvious transport damage Concealed transport damage
Damage type: Damaged goods Damaged packing
State of the packing: deformed soaked open sealed
Damage description:

FOR YOUR INFORMATION

Obviously transport damage:
exists if packages have defects at the time of takeover regarding completeness, identity and external visible damage or damaged seals/ closures.

- Report the damage immediately to the delivery company (§438 Abs.1 HGB). Otherwise expires your refund demands or insurance demands.
- If possible note exactly (breakages / soaked damage) in the waybill / delivery receipt (signature by the driver).
- Take photographs of the damage and send your pictures to service@elektror.de.
- Fill out the notification of transport damage and send us the waybill / delivery receipt.
- Our service promotes the following steps which is including the retrieval of the shipments.

Concealed transport damage:
exists if packages haven't got a visible damage before the takeover, but it got detected after a period of two working days from receipt.

- The reporting deadlines by Elektror from two working days as of receipt by the packages have to be fulfilled.
- Take photographs of the damage and send your pictures to service@elektror.de.
- Fill out the notification of transport damage and send it to us.
- Our service promotes the following steps which is including the retrieval of the shipments.

Please note that intentionally false specifications constitute an insurance fraud!

City, Date

Name, Signature, Company stamp