

INSTRUCTIONS RELATED TO DAMAGED SHIPMENT COMPLAINTS

Dear partner,

This document was issued for the purpose of proceeding the evidence of the damaged shipment. Please be so kind and follow the instructions in case you claim the delivery due to improper condition of delivered goods – broken bags, inclined pallets or problematic unloading.

Take photos of :

- ▶ the truck (with license plate number)
- ▶ cargo/full shipment on the truck before unloading from the back side



INSTRUCTIONS RELATED TO DAMAGED SHIPMENT COMPLAINTS

- ▶ full shipment
 - without hang up side truck curtain
 - visible pallets fixation along the entire length of the vehicle



- ▶ take also detailed pictures of the damage -
 - inclined pallets / broken bags/ spilled material



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- ▶ the bags focusing on grade name, lot and time of packaging



Take notes into CMR (confirmed by both parties)

Announce the complaint as soon as possible without undue delay

For further information please contact your Sales representative



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