

## Notice of Transport or Packing Damage



Transport & or packing damages can only be accepted if a detailed description of the damage, including photographic documentation is provided. The photos must show the following details: Pictures of outer packaging, damage of the outer packaging (where appropriate), inside view of the parcel and contents including a close-up of the damaged goods.

### Recipient

Name:	.....
Address:	..... .....

Date of Receipt:	.....
Carrier/ Deliverer:	.....
Damaged goods:	..... .....
Type of damage:	..... .....
Estimated damage in EUR?	.....
<i>Please follow the instructions for procedure for handling transport damage!</i>	
..... Place, Date	..... Signature



## Instructions for procedure for handling transport damage:



### 1) Transport or packing damages are detected on the outer packaging on arrival:

Write down the transport damage detected on the consignment note giving as much detail as possible (quantity, weight, type of damage), add the remark “conditional acceptance only” and get it countersigned by the representative of the carrier (for example the driver).

### 2) Damages that are not immediately noticed:

Please notify us of any damage found within 5 days of delivery using our form “Notice of transport or packing damage”

## Procedure



- 1.) Notify UWT of transport damage as soon as possible using the “Notice of transport damage” form
- 2.) Do not make any alteration to the product and await further instructions from UWT
- 3.) Please await the return of goods authorization from UWT
- 4.) Damaged goods may be returned to us once authorization has been received

## Documentation



The following documents are required:

- Copy of the consignment note marked „conditional acceptance only” including detailed description of damage or separate damage report
- Name and telephone number of the person taking receipt of the damaged goods
- Invoice and delivery note of the damaged goods
- Detailed photos of the damages:



The photos must show the following details: Pictures of outer packaging, damage of the outer packaging (where appropriate), inside view of the parcel and contents including a close-up of the damaged goods.