

TRANSPORT – PRODUCT DELIVERY

STEPS TO FOLLOW WHEN RECEIVING PRODUCTS:



1. Before signing CMR document – inspect pallets for any damage.
2. Inspect and evaluate the pallets as much as possible while they are still in the truck (before unloading them).
3. If any damaged is noted, first pictures must be taken with pallets still loaded in truck. (damaged spot, picture of package and how it is packed, place where it stands)
4. After unloading pallet(s), inspect it again and take pictures if any damaged is visible.
5. If any damage is found, mark the damages in the CMR document. Should the signature be on an electronic display unit, sign slightly smaller and make sure the word "DEFECTIVE" is recorded and clearly legible.
6. If you have any questions during this process, contact your responsible manager from Venta Windows and consult on what has to be done.

TRANSPORT DAMAGE IS SPLIT IN TWO BASIC GROUPS:

OBVIOUS (VISIBLE) TRANSPORT DAMAGE

EXAMPLES: *Package is torn or severely damaged, parts of the equipment protruding out of the packaging, broken pallets, fork from forklift truck has penetrated the packaging on the pallet, etc. In event of this:*



- Record the type of damage on the CMR document. Should the signature be on an electronic display unit, sign slightly smaller and make sure the word "DEFECTIVE" is recorded and clearly legible.
- Take pictures of all visible damage.
- Contact your responsible sales manager from Venta Windows and provide all the info.

HIDDEN TRANSPORT DAMAGE

EXAMPLES: *Box or pallet appears undamaged externally, but damage is detected when opening the delivery packaging (was not visible in the begging when signing the CMR document). In event of this:*



- Take pictures of damages (pictures of internal and external packing, damaged section, description of the damage, etc.).
- Contact your responsible manager from Venta Windows and provide all the info.

Such cases have no clear solution and it is a matter of discussion between customer and supplier. It is important that in such event the damages would be reported to us no later than 7 days.

SUPPLIERS/PRODUCERS/TRANSPORT COMPANY WILL NOT TAKE RESPONSIBILITY IF PACKING PALLET DAMAGE IS NOT REPORTED IN CMR.



Claim Form

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