



# What do I do....

## - when the goods are damaged or missing?

### Guidance - Internal

#### 1) Visible damage or defects

- Upon receipt of the shipment, cargo is examined for visible damage and defects on both the outer and inner packaging, as well as the goods.
- If any remarks, this must be written to the DO / Waybill – and noted at the same time to the local ALPI office.
- A reasoned notation must be made, e.g. “Received with remarks as the foil / packaging is torn to pieces”.
- Take photos, refrain from moving the goods and limit the damage.
- Store Packaging till further investigation.

#### 2) Hidden damage or defects

- If the shipment has been received without comments – clean signature and damage or defects are found upon unpacking, customer must claim carrier / ALPI Immediately.
- Pay particular attention to the short complaint for deadlines.  
Ocean 3 days / Air 14 days / Road 7 days
- Take photos of both packaging and goods, refrain from moving the goods and limit the damage.
- Store Packaging till further investigation.

#### 3) Notification of damage/ Claim Procedure:

- Written claim must be received from customer per email
- Referring to actual shipment DO/Waybill number – HBL / AWB
- Showing actual commercial invoice – yellowed what has been damaged, weight and total claim amount.
- Describe in full how it has been received and what happened.
- Photos as of packaging, outer / inner and goods received
- Repairment possible – or complete damage
- Copy of written claims to external partners; carrier, shipping line, warehouse, LTL carrier etc

**Very important customer understands they can't garbage packaging / goods but must be kept as is, till claim and insurance company have surveyed or released the shipment**

