

SHIPMENT DAMAGE GUIDE

PRODUCT TRANSPORTATION – DELIVERY

STEPS TO FOLLOW RECEIVING PRODUCTS:

- Before signing CMR document – inspect pallets for any damage.
- Inspect and evaluate the pallets as much as possible while they are still in the truck.(before unloading them)
- 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)
- After unloading pallet(s), inspect it again and take pictures if any damaged is visible.
- 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.
- If you have any questions during this process, contact your responsible manager from ALUKON and consult on what has to be done.

SHIPMENT DAMAGE IS SPLIT IN TWO BASIC GROUPS:

OBVIOUS (VISIBLE) SHIPMENT DAMAGE

EXAMPLES: Package is severely damaged, parts of constructions protruding out of the packaging, broken pallets, fork from forklift truck has penetrated the packaging, etc.

If the above mentioned occurs:

- Record the type of damage in 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 manager from ALUKON and provide all the info.

HIDDEN SHIPMENT DAMAGE*

EXAMPLES: Package or pallet appears undamaged externally, damage is detected when opening the delivery packaging (was not visible when signing the CMR document).

If the above mentioned occurs:

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

***These cases have no clear solution and it is a matter of discussion between customer and supplier. It is important that in such situation the damages should be reported to us not later than 14 days.**