

## NEWSFLASH: WHAT TO DO IN CASE OF DAMAGE OR SHORTAGE ?



*TVH is always trying to give you the best service available... but every now and then something can go wrong. Despite all our best efforts, occasionally an order can be delivered only partially or even damaged.*

### General guidelines when receiving goods

1. In case of a delivery by day, always put the following details on the transport document:
  - company details;
  - signature;
  - name of the person signing;
  - date of receipt of the goods.
2. When a driver delivers a shipment to your premises, always check the following details:
  - does the amount of parcels match the number of parcels stated on the transport document;
  - were the delivered parcels damaged in any way (box crushed, box torn,...);
  - have the parcels been retaped or repackaged by the courier?

### Strict procedure in case of damage or shortage (one or more parcels missing):

1. **ALWAYS** note your **remarks on the transport document** that the driver is carrying with him. Note down how many parcels are missing and if any parcels were damaged, no matter how small the damage is! The more info you pass on, the less problems can arise afterwards concerning responsibility for the damage. When the packaging is clearly damaged upon delivery and no remarks were noted down on the transport document, then the transport company, in case of damage to the goods, will not accept the claim!  
In case of **deliveries by night** you cannot sign any transport documents, but even here it is absolutely necessary to follow procedures as strictly as possible. In this case all damage or shortages must be reported to TVH in writing before noon on the day of the delivery.
2. **Immediately (i.e. within 24 hours following delivery) inform TVH's sales department** and again give as many details as possible.
3. If possible, try to take **pictures** of the damaged parcel, the packaging and the goods. If you signed for damaged goods and the contents also turn out to be damaged, then you are advised not only to take a picture of the damaged part, but also of the packaging.
4. When no damage to the packaging is found upon delivery, but the goods turn out to be damaged after all, the TVH sales department must be informed of this **within 24 hours** upon delivery. A picture **MUST** be taken of both the packaging and the damaged goods. The picture of the packaging will enable TVH to analyse whether or not the goods were packaged correctly. If it clearly seems that the goods were packaged correctly, TVH will immediately file a damage claim with the courier. Without pictures of the packaging there is little chance that the damage claim will be accepted by the courier.

### Important:

- in the case of **Ex Works-shipments** (= the courier is selected by the customer himself or the customer picks up the goods personally) the same procedure must be applied, but then the complaint must be filed directly to the courier you assigned. In these cases TVH cannot be held responsible for damage and/or shortage, unless it can be proven that the goods have never left TVH's premises.

Do consult our General Terms & Conditions of sale on [www.tvh.com/pdf/parts/Verkoop-AlgVwPARTS-General-EN-050913-FINAL.pdf](http://www.tvh.com/pdf/parts/Verkoop-AlgVwPARTS-General-EN-050913-FINAL.pdf)



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