

Was the shipment damaged?



Check following:

- 1) You need the driver (the delivering person) of the shipping agent (for example TNT) **to stop from leaving to accept your complaint**. You need to place your complaint together with your signature for the delivery.
Do not sign the delivery without placing the complaint.
- 2) Take **clear photos** of the shipment packing **BEFORE opening the shipment**. Take photos of the details (example – damaged corners, scratches, removed packing tapes, visible wet areas)
- 3) After taking the photos of the outside of the package, please open the package together with the driver to see **the condition of the goods inside the package**.
- 4) Write down in a clear and simple language **the description of the damage for the package and the goods**.
- 5) Ask the driver to confirm the complaint by his signature. Note down the full name of the driver, the license plate of the car and the date and the time of the signature.
- 6) Contact **the delivery agent company (for example TNT) local office** and inform the about the damage of the cargo. They will give you additional information how to proceed.
- 7) Only after completing the above steps, contact GWL to inform us about the situation and to ask for some solution.

PACKAGE SHIPPING NUMBER	YOUR COMPANY NAME	YOUR PERSONAL NAME
The order number (or invoice number)	Your phone number	YOUR EMAIL Your Skype contact
PLEASE WRITE DETAILS ABOUT THE DAMAGE OF <u>THE OUTSIDE (PACKING)</u>		
PLEASE WRITE DETAILS ABOUT THE DAMAGE OF <u>THE GOODS INSIDE THE PACKAGE</u>		
Place	Date and time	YOUR SIGNATURE
Name of the driver	Identification of the driver (car license plate)	DRIVER SIGNATURE

First contact the shipping agent local office. After that, contact GWL for more information and additional help.