

Safe way to receipt of the shipment

Please remember!

You are obliged to check contents of the package in front of the courier!

Accepting the package without reservations is confirmation that the goods have arrived intact and the packaging is undamaged (no claims can be made).

Follow the steps below:

1. Check the package

Check the condition of the consignment in the presence of carrier:

Check the completeness of the delivery - the shipments are wrapped with labels that include the indications (Incl. 1/1 lub 1/2, 2/2 etc.) If you notice a consignment missing, be sure to report it to the driver and note the shortage on the consignment note or waybill.

If there is any damages to the outer packaging (tape, foil, carton) do not sign the acceptance without reservations. In case of damage, please make a note of it on the waybill or write a damage report (on paper or electronically) and take pictures.

You also have the right not to accept the delivery if it is not possible to write a damage report.

2. Damage report

Sign the damage report together with the carrier when you collect the package

In case of damage to the outer packaging, the damage report **MUST** be written on the day of delivery.

If the courier doesn't have a template, it is sufficient to write up the statement of damage on a simple sheet of paper including the:

- Sender Details (name, address)
- Recipient's details
- delivery date
- shipment/package number
- signature of courier
- recipient's signature

All our shipments include internal security (such as Styrofoam spacers or foil fillers), so you should always check "YES" for internal security in damage report.

If you notice damage after receiving your parcel you must report to the courier company and request that the courier come again to sign damage report. Please retain a copy of damage report.

3. Report the complaint to our company

Report the complaint to us immediately (maximum within 3 working days after receiving the shipment). Send e-mail to: transportcomplaints@vidis.pl with short description, damage report, pictures and any other important informations.

4. If you have any questions - please contact us.

If you have any problems with your consignment and need our assistance please contact us:

Transport claims department VIDIS S.A:

- Phone: +48 71 33 88 023
- E-mail address: transportcomplaints@vidis.pl

Examples of damage description:

- ➔ damage to packaging, no damage to goods:
"The outer packaging is damaged and perforated. The protection inside protected the goods from damage."
- ➔ damage to packaging and goods:
"Damaged outer packaging, perforated, torn and dented. Damage to the goods despite internal protection. Product may show scratches and dents."

- comprehensive damage:

"Damaged outer and inner packaging. The goods are heavily damage and parts are missing."

So, in short, follow these simple steps:

- Check the package,
- Take photos,
- Write a damage report, make sure to do this during the delivery and ensure the courier signs a copy for you!
- Send all documents to Vidis export@vidis.pl within 3 working days from the delivery date!

If this time limit is exceeded, the chances of the claim being accepted by the carrier are very unlikely.