

# Procedure in the event of transport damage 1.0 en

**What is transport damage?** Transport damage describes damage to the actual transported material or the transported goods. We therefore talk about transport damage when goods are damaged during transportation from the sender to the recipient. The following only applies if d&b audiotechnik GmbH & Co. KG sends the goods and pays for the freight (Incoterms must be observed).

**How should transport damage be handled?** In the presence of the forwarding truck driver, check the goods immediately for any signs of external damage or any differences against the goods ordered before even acknowledging acceptance.

Please write down a detailed description of any damage or discrepancies on the delivery receipt, for example:

- missing quantities
- wrong delivery
- packaging torn open or dented
- not the original packaging (black foil) or sealing (red or white d&b adhesive tape)
- shipment sodden
- or any other deviations.

Ideally, request the driver to countersign the damage list and make a copy. Take distinct photos of the damaged shipment. Please accept with reservations. Later reservations will be rejected by forwarders and insurance companies. In the worst case, you can also refuse to accept the goods.

Afterwards, check the entire goods for damage as soon as possible.

Please send a notification of damage by email to d&b audiotechnik: [dispatch@dbaudio.com](mailto:dispatch@dbaudio.com)

## **The following information and documents are required:**

- Description of damage in as accurate a detail as possible, including the d&b delivery note and serial number.
- Distinct photos of the palletized shipment while still in its packaging and of the damaged item unpacked.
- Copy of the delivery receipt with remarks describing the damage.
- Is a replacement delivery required? What is the urgency?
- The damaged goods must be stored separately in a safe place. It is a definite possibility that an insurance adjuster may request to inspect the goods.

**Under no circumstances may the damaged goods be modified, repaired or forwarded without our (d&b Backnang) written approval. Also, they may not be returned without our approval. Otherwise, the insurance company may refuse to settle the claim.**

If a damaged unit is still in working condition or is urgently required, there may be exemptions under certain circumstances, however, only with the approval of our insurance company.

Even if a shipment does not show any external signs of damage, all goods must be checked for concealed damage as quickly as possible. We require the above notification of damage within 3 working days by email since we have to hold the forwarding agent liable and inform the insurance company. In case of concealed damage, it is virtually impossible to determine the time and place up to which the goods were still visibly intact. Therefore, it must be reported as soon as possible. Otherwise, it cannot be excluded that the externally invisible damage could have occurred in the recipient's warehouse and the insurance company may refuse to settle the claim.

Our insurance policy does not cover shipments by our customer to his end customer since the freight order that we placed ends with the delivery. This also applies to concealed damage.

**Finally, we would strongly like to point out that in the case of shipments where the buyer bears the risk of damage according to Incoterms, it is essential for the buyer to arrange for his own shipping insurance.**