

What to do in the event of transport damage

Quality awareness and responsibility have a long tradition at Mangoldt.

We commit ourselves to the highest quality standards towards our customers every day. Unfortunately, despite the greatest care, it can sometimes happen that faultless goods are damaged during transport.

In order to avoid major inconveniences, please always check the goods for transport defects directly upon receipt. Take a note of any defects on the packaging and / or the goods on the shipping documents.

For the sake of helping you as quickly as possible in the event of damage, please inform our quality department as soon as possible by email. Remember to include the following important documents:

1	Freight documents signed by the driver on which the defect was documented
2	Copy of the delivery note with precise information about which goods are concerned
3	Photo documentation of the damaged packaging or goods

Typically, you can encounter two forms of transport damage:

1. Obvious transport damage

For example: Damaged packaging, obvious damage such as bent parts of the goods can be seen through the packaging film.

What to do?

If the damage is already externally visible, please open the shipment immediately in the presence of the driver. Make sure that there is no hidden transport damage.

Normally, with your signature you not only confirm the acceptance of the goods, but also the externally correct condition of the shipping or transport packaging without any noticeable defects. Therefore, in any case, you should immediately have the driver record a damage report. Photographs of the damaged packaging and the damaged goods have proven to be an effective way in securing evidence.

Note the type of transport damage on the shipping documents and have the driver confirm this with a signature. If the driver refuses to do this, please take note of this.

If the signature is on a device with a display, add the note "DEFECTIVE" as clearly as possible. In addition, the driver should mark the shipment in his EDP as defective. You can also use your own damage forms, if this is common in your company.

In case of doubt, we recommend refusing to accept a damaged shipment and notifying us of this matter on the same workday. This way you can avoid having to bear any damage yourself.

2. Hidden transport damage

For example: No external damage on the packaging can be seen. The goods show signs of damage after unpacking.

Course of action:

No damage notice was reported to the freight forwarder as the goods were accepted as undamaged. Thus, the burden of proof towards the freight forwarder lies between the sender and the recipient. Such damage must be reported to us within a deadline of 7 days.

Complete documentation with a detailed damage report is essential in this case. Forwarding agents, parcel services and insurance companies generally assume that the goods have reached your warehouse undamaged and that the damage can therefore no longer be regulated.

Our advice: In this case, pay attention to the incoterms. Check whether it is a "delivery duty paid" shipment or an "ex works" shipment. "delivery duty paid" shipments are the responsibility of the supplier while "ex works" is your responsibility. If you must report damage to your insurance company, we will be happy to provide you with a cost estimate.

If there is only minor transport damage, please contact us: we can often process small repairs by mutual agreement outside of regular transport damage processing, which is in the interests of all parties.

In the event of transport damage or further questions on the subject, please contact us:

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