

The procedure of the consignee after detecting damage of the consignment

1. The packaging of the consignment is visually damaged

- to find out whether the packaging or also the consignment itself was damaged, all in the presence of the driver
- if the consignment itself was damaged, it is necessary to:
 - record this fact immediately in the damage protocol including the exact description of the damage; the protocol must be signed (including full names and jobs of relevant individuals) and must contain the actual date
 - record this fact in the original shipping document that will be later taken by the driver (carrier) from the place of unloading
 - immediately make a photo documentation of damaged goods
 - immediately make a photo documentation of vehicle that arrived with the damaged consignment
 - request a written statement of the damage from the driver who transported the damaged consignment / or who caused the damage /, this statement must be signed by the driver and must contain the actual date and driver's full name
 - immediately inform the sender, the freight forwarder, the carrier (driver's employer) and the owner of the consignment about the damage
 - enable the cooperation of the claims adjuster

2. The packaging of the consignment is not visually damaged, damage is only obvious after unpacking

- immediately inform the sender, the freight forwarder, the carrier (driver's employer), the subject where the consignment was loaded and the owner of the consignment about the damage, to come to an agreement about the further process of solving the damage
- immediately make a photo documentation of damaged goods
- enable the cooperation of the claims adjuster

In both cases stated above, the damaged goods are necessary to be issued on request – to the sender, carrier etc. The goods cannot be used without any further agreement with their owner.