

Guide if transport damage occurs

Important information - please note

This is what your consignment should look like if it was not damaged in transit:



Examples of consignments damaged in transit:



This is the right way to act:

Packaging damaged / Open defect

- + In the presence of the delivering truck driver, document the type and extent of the damage on the consignment note and have it countersigned (e.g. 1 pal. with dented cardboard box)
- + Even if the damage appears minor, make a note of this on the consignment note and have it countersigned by the driver.
Driver's name and registration number should be clearly legible!
- + Take pictures of the goods, before and after unloading
- + Unpack the goods and determine the full extent of the damage

Please note that without a confirmation of damage by the forwarding agent (driver), a claim settlement is not possible!

Packaging flawless, but contents damaged / Hidden defect

- + Take pictures when unpacking the goods
- + Record the serial numbers of the defective modules

Open defects must be reported immediately after receipt of the goods. (§377 HGB)
Hidden defects must be reported no later than 7 days after delivery

Details of the contracting party

Company name:
Address:
Telephone:
E-mail:

Delivery address details

Company name / Customer name:
Address:
Delivery date:

Subject of the complaint

Module Packaging Other

Article:
Quantity:
Serial no.:
.....
.....
.....
Delivery note no.:
Invoice no.:

The contractual partner is responsible for the notification of defects, regardless of the delivery address.

Necessary documents to process your complaint

- + Waybill with confirmation of damage by the truck driver
- + Pictures of the damaged goods
- + Serial number of the affected modules
- + Delivery note or invoice for the consignment

We can only start processing the claim if the required documents are submitted in full. Please note that if documents are missing, processing will be delayed and the legal deadlines may be exceeded as a result.

Please send your damage report immediately in written form to: logistics@solar-fabrik.de and in CC your responsible sales representative.