EN

RONALGROUP

DAMAGE DURING TRANSPORT.

TRANSPORT DAMAGE CLAIMS
FOR RONAL GROUP AND ITS CUSTOMERS

Procedure for apparent external damage

No acceptance against clean receipt

- Even if only the cardboard appears to be damaged.
- If the carton suggests damage to the wheel.

On receipt, briefly describe the damage and indicate additional information:

- what damage? (e. g., crack, hole, dent)
- where is the damage? (e. g., corner, side of the packaging)
- what proof is available? (e. g., photos, damage report)

What our customers expect



- Be sure to unpack
- Be sure to check



- Be sure to take photos of delivered items that are damaged



Record proof:

- Fill out the damage report and have driver countersign!
- If the driver refuses to countersign the damage report: please state this clearly and take photos of the vehicle and its license plate.
- Take photos of damaged packaging.

Procedure for not apparent external damage

What does the customer need to do?

- Open within 7 calendar days following delivery and report the damage to the RONAL GROUP sales team.

Record proof:

- Take photos of the damaged cardboard and the damaged wheel so that it can be proven that the damage was not externally visible).

Additional proof:

- Damage report, including the name of the person who opened the packaging. (Record witnesses and take photos!)

The RONAL GROUP sales team must always be informed immediately (via photos, description of event & proof)! Contact: sales.de@ronalgroup.com

RONAL speedline Cosse Truck speedline