

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



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!)

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.

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