

## INSTRUCTIONS FOR THE CONSIGNEE

### 1) CONTROL

Control the goods immediately by receipt. Examine the quantity against the invoice/packinglist/shipping documents. Look for outward defects on the packing which may indicate damage on or loss of contents. Control the container and the seals for any defects.

### 2) SECURING EVIDENCE

When defects on the goods have been found, evidence must be secured, and seller must be informed. Call the transporter and point out the defects. Add a description of the defects on the goods receipt, the forwarder's copy of the way-bill or on the driving slip.

### 3) RESCUE

Try to restrict the damage and the loss. Seller will compensate expenses incurred due to reasonable security efforts in addition to damage and loss.

### 4) COMPLAINT

Immediately write a complaint to the transporter or his agent. Immediately forward the complaint to the transporter or his agent, and hold the transporter responsible for the defects. The complaint must be sent at the latest:

- for carriage by sea:                      within 3 days
- for overland / air transportation        within 7 days

### 5) DOCUMENTATION

For any claims the following documentation is required and must be forwarded to the company or their agent: invoice, way-bill and/or bill of lading, and/or statement of arrival, inspection document, besides a copy of the letter of complaint to the transporter.