

Directive for processing claims for damage in transit

When processing claims for damage in transit to products supplied by Herth+Buss, note the following:

If consignments have been delivered by a parcel or haulage service damage in transit claims are processed by Herth+Buss according to the following conditions:

- a. Each consignment should be checked immediately on receipt to ensure packaging is intact; outwardly visible damage must be confirmed by the respective delivery personnel (headlights and rear lights should be unpacked immediately).
- b. In all cases, damage sustained by the supplied parts in transit must be reported in writing within 10 days of receiving the consignment. Delayed or unreported claims for damage in transit cannot be recompensed.
- c. Our goods return form must be completed in full when reporting damage, include a copy of the shipping note for the part in question.