



# Instructions in case of damages

(If not followed, the liability of the insurer is not applicable!)

In order to make a claim for damages which are incurred during transport, the shipping company must be consulted as early as possible in the process.

1. Immediately check goods for damage.

Before signing for the goods, check the condition of the packaging.

Acknowledge also with intact packing only for the receipt of the packages.

(for example "Acknowledgment of receipt for 1 pallet or 3 carton).

2. Note any damage on the receiving slip and have the driver / deliverer confirm (Enter date and name legibly).
3. The delivery driver must be informed immediately in writing about all detected transport damage – also hidden – that is first seen after removing the packaging.

Request damage survey! Demand statement of damages! Take responsibility!

Attention: Adhere to time limit (Shipping company: 6 days)!

At the time, send a copy of the damage notification to:

3M Technical Ceramics/ Dispatch Fax: +49 831 5618-449

4. If need be, notify the claims adjustor.

Do not alter the condition of the shipment and packaging until claims adjustor arrives.

5. For transport damages that are not in proper form and are not reported within 6 days, the shipping company and their insurer will not have to pay.
6. Complaint handling preferably in/with original packaging.

Issued: April 2018