

ECOM Trading GmbH

Service/RMA
Siemensstr. 9

85221 Dachau

Service hotline: +49 8131 5695 201
Fax: +49 8131 5695 515
e-Mail: service@ecom-trading.net



What should be done in the event of transport damage?

The claim for defect may lapse in the event of noncompliance!

- Do not alter the goods and packaging.
- Do not use the damaged goods.
- Take photographs if possible.
- Report the damage as described below.

A differentiation is made between an apparent damage (damaged packaging) and hidden damage (faultless packaging / damaged contents). Open the shipment and make sure that no hidden transport damage has occurred.

1. Externally visible damage:

- When receiving the goods the damage should be noted on the consignment note / delivery note, the same applies for any incorrect quantities of boxes.
- Or receipt of the shipment is refused.

2. Hidden damage:

- Damage that is only apparent on unpacking the goods must be reported within 7 calendar days.
- Leave goods and packaging unaltered for inspection or provide in original box for collection by parcel service.

If the goods are returned without prior inspection by the parcel service or freight forwarder, then the claim for loss against these shall lapse.

In the event of problems and uncertainty please contact your responsible sales person.