



INNOVATIVE FUNCTIONS

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Réserves transport

Version 01

A. Delivery with Damage

When goods arrive deteriorated, you must take **photos inside the truck before unloading**.

If possible, take a photo of the material references:

- **Designation**
- **Quantity / Weight**

Write on the bill of lading (consignment note) or on a separate sheet of paper if there is no space available:

"We are filing a complaint regarding today's receipt, carrier **xxxxxxx**, concerning the delivery from supplier **xxxxxxx**, for:

- The goods identified **xxxxxxx**, for **xxx** net weight

The goods sustained damage during transit.

Consequence of **.....** (Indicate the possible causes as well as the visual condition)

The material being fragile, we hereby file a claim regarding today's delivery.

You will find attached photos in support."

B. Refusal of Delivery

When goods arrive deteriorated and it is impossible to unload the material, you must take photos inside the truck before unloading.

If possible, take a photo of the material references:

- **Designation**
- **Quantity / Weight**

Write on the bill of lading (consignment note) or on a separate sheet of paper if there is no space available:

"We are filing a complaint regarding today's receipt, carrier **xxxxxxx**, concerning the delivery from supplier **xxxxxxx**, for:

- The goods identified **xxxxxxx**, for **xxx** net weight

The goods sustained damage during transit.

Consequence of **.....** (Indicate the possible causes as well as the visual condition)

Consequently, we are unable to take charge of the delivery and are refusing it.

The document must be dated, named, and signed.