



BEV GmbH
Making complex solutions simple

bev
Berliner Engineering
und Vertrieb GmbH

Shipment without hesitation — What you need to do and know

Receipt of goods and Claim of goods

Our experience shows that the receipt of goods can be simplified if you know only 4 points!

Content

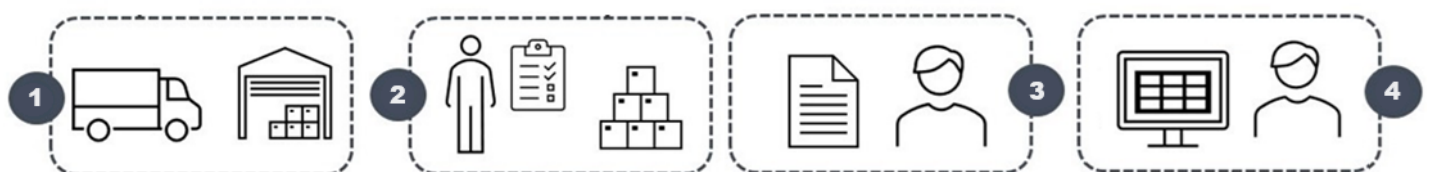
Point 1: Responsibilities of the parties

Point 2: Quality inspection

Point 3: Registration of damaged and undelivered goods

Point 4: Claim submission

+ Check list for acceptance of goods



Point 1: Responsibilities of the parties

Delivery is arranged by experienced transport companies and includes order insurance during transportation.

The forwarder and insurance company are responsible for the condition of the goods until the documents are signed. **Once you have signed for the goods, the responsibility for the goods is transferred to you.**

Handle the goods with care after acceptance:

- ☐ Keep the original packaging
- ☐ Check the used packaging
For example, packaging may contain mounting materials, installation instructions and accessories
- ☐ Check how warehouse employees handle the product
For example, dropping or dragging it across the floor
- ☐ Make sure of the storage conditions
For example, indoor furniture made of leather and wood should not be left outside

Point 2: Quality Inspection

Make a quality inspection of the delivery. Do not let the driver or warehouse staff hurry you.

Make sure that the goods correspond to the provided documents from transport company:

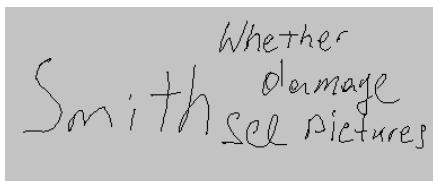
- ☐ Check the number of packages against the number of packages on the CMR
- ☐ Take a photo/video of the packed goods even if the packaging looks undamaged

Ensure the security of all deliveries:

- ☐ Check the shipment for any un-deliveries
- ☐ Check the goods for external and internal damage
- ☐ Unpack the goods and check their condition

If a hidden defect is discovered, the item must remain in its original packaging and must not be installed. Failure to follow this may result in the rejection of the claim, as the damage could be considered installation-related.

If from outside everything looks fine, make photos of each package, sign and add the phrase to the documents:



Example of signature:
Smith. Whether damage see pictures

If everything is in good condition the CMR and the Claim Report must be signed by the driver and you.

If you find damaged goods, please don't just sign anything. Please check point 3.

Keep copies of both documents. Do not lose them.

Point 3: Registration of damaged and undelivered goods

Be sure to note the damage on the shipping documents.

In the case of a claim, we will need a correctly documented claim:

Receipt of goods and Claim of goods

- ☐ CMR (check point 3.1)
- ☐ CLAIM-report (check point 3.1)
- ☐ Photo or Video (check point 3.2)

3.1 CMR & Claim report

All damages must be recorded on the CMR/BL and Claim Report and signed by you and the driver.

If some packages looks broken, then sign and write somewhere on the document.

Example: 3 Packages of 7 broken due to transport damages

Keep copies of both documents. Do not lose them.

3.2 Photo or Video

The higher the quality of your photos and videos, the more efficient processing of your complaint will be.

Checklist: Damage to the **packaged** product

- ☐ General view of the packaged product
- ☐ Photos from all sides: specially corners and edges
- ☐ Internal packaging

Checklist: Damage to **unpacked** goods

- ☐ General view of the unpackaged object
- ☐ Internal packaging
- ☐ Detailed photos of the damage

*We recommend obliging installation companies to take photos at the stage of unpacking the goods.

Point 4: Claim submission

To submit a complaint, please contact your BEV Manager and claim@bev-berlin.de

NOTE!

Claims for open damage to the goods are accepted within 7 days of receipt of the goods.

Claims for hidden damage are accepted within 10 days after receipt of the goods.

If you have any further questions just let us know!

Check list for acceptance of goods

Check the goods:

- ☐ Check the number of packages against the number of packages on the CMR
- ☐ Take a photo/video of the packed goods even if the packaging looks undamaged
- ☐ Check the shipment for any un-deliveries
- ☐ Check the goods for external and internal damage
- ☐ Unpack the goods and check their condition
- ☐ Even if from outside everything looks fine, make photos of each package, sign and add the phrase to the documents: «*Whether damage see pictures*»
- ☐ CMR and the Claim Report must be signed by the driver and you

Registration of damaged and undelivered goods:

- ☐ CMR - mark the damage
- ☐ CLAIM-report - mark the damage or under-delivery
- ☐ Photo or Video of damaged product
 - ☐ General view of the product
 - ☐ Photos from all sides: especially corners and edges
 - ☐ Internal packaging
 - ☐ Detailed photos of the damage

If a hidden defect is discovered, the item must remain in its original packaging and must not be installed. Failure to follow this may result in the rejection of the claim, as the damage could be considered installation-related.

Handle the goods with care after acceptance:

- ☐ Keep the original packaging
- ☐ Check the used packaging for mounting materials, installation instructions and accessories
- ☐ Check how warehouse employees handle the product to avoid dropping or dragging it across the floor
- ☐ Make sure of the storage conditions

Comments:

Data

Signature

Claim submission

To submit a complaint, please contact your BEV Manager and claim@bev-berlin.de

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