

COMPLAINTS AND DAMAGE

COMPLAINTS

The quality of our products is a fundamental issue in our management philosophy: since complaints are a cost factor both for you and us, we have been striving for a constant quality improvement in all these years in order to prevent any defect of our products. Nevertheless some human mistakes may occur. In this case, in order to limit negative consequences and loss of satisfaction, please pass the following data giving rise to complaint to the responsible of the sales department:

- date of delivery
- order number
- invoice number
- label of the item giving rise to complaint
- nature of the defect giving rise to complaint
- field of application together with a precise description of the defect
- photos (or digital photos) of the items giving rise to complaints

The material giving rise to complaint shall remain with the customer until the complaint has been processed. Only when complaint has been recognised by Plasting shall a decision be made about the final destination of the material.

Please, take into consideration that we are not responsible for complaints of goods which have already been processed. (See also our Conditions of Sale at chapter E, §1)

DAMAGE

Since we despatch mostly EX WORKS, the recipient should normally make claims for damage during transport to his own insurance company or the shipping agent (freight carrier) according to the agreements on transport insurance or the risk of loss (INCOTERMS);

The same procedure is valid also if we organize the transport on account of the recipient: also in this case the risk of damage passes to the recipient as soon as the goods are „on board“, i.e. loaded on the truck or container of the carrier.

In case where the recipients does not make claims directly to his own insurance he must submit the following documents concerning the damage to the sender, i.e. Plasting:

- The original bill of lading, **including an exact description of the nature and extent of the damage** during transport, together with the signature of the driver of the consignment; (the general indication „**accepted with reservation**“ is not sufficient); in case that the bill of lading hasn't been handed out, please fill in the data in the electronic device of the driver (tablet, smart phone, etc.) and if there isn't any electronic device, please, write down all information about the damage on a piece of paper; than clearly write that you “**accept with reservation because of damaged goods**”, let the driver sign and accept these terms, put a stamp and a signature and scan the document to us. Should one of these documents be missing, please note that we are not in a position to accept the claim, since the forwarding agent (who is actually responsible for the damage) declines any responsibility and refuses to process it.
- In case of damage during transport which is not noticeable externally the recipient must present the damage to the shipping agent/freight carrier within one week and send Plasting srl a copy of the letter establishing responsibility together with the original bill of lading; the reply of the shipping agent/freight carrier should be submitted as soon as received, too;
- Photographic documentation or digital copies of the damaged products
- A declaration from the insurance company on the transport insurance or the non-insurance of the transport risk by the recipient

PLASTING SRL

