

Claim procedure

Dear Customer,

To ensure efficient handling of claims we ask you to read the following document carefully, to provide all the required verification and hence ensure a speedy resolution.

To avoid misunderstandings we have also included an illustration of special product terms as a tool to ease communication (see last page).

Your contact person for claims is always your local sales contact and he or she will forward your issues to the production unit(s) concerned.

Thank you for your cooperation
Your Hartmann Team

Verification

To maintain fairness for all customers and to help avoid repeat claims for the same category, we need detailed information about the product items that are in question.

- You should always be prepared to return goods at the request of your sales contact.
- For claims concerning function, material, printing, labelling and transport/wrapping, digital photos may be sufficient, but samples may



also be requested. Photos of whole pallets are required for claims concerning stretch wrapping.

- Please remember that for claims when samples are requested, we will need 10 untouched packs from one bundle. Please forward soft packs in a tightshutting plastic bag, in order for them to retain their soft state.
- As we have full traceability of product items that are in question, your sales contact needs the information about the production date and hour etc that is on the Easy Go label (from the pallet concerned). Ideally this should be included.
- Please note, we are not able to accept claims if delivery took place more than 14 days beforehand – with the exception of faults in function which might not be evident until the product is put into use, with a time limit of up to half a year after receipt provided that the goods have been stored under the recommended warehouse conditions. (See Recommendations for storage and use).
- Each claim needs to be handled separately and should not be accumulated over a long period.

Due time

The whole claim procedure is faster and mistakes easier to rectify if you inform your sales contact as soon as possible.

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Transport

Some claims concern issues due to transport damage caused by a third party company. In such cases it is extremely important that the following conditions are fulfilled, otherwise we may not be able to approve your claim.

Please remember, that it is always best if you are able to take photos of damaged goods before unloading from the vehicle.

- Please make sure that visible damage is described directly on the CMR freight document (and counter-signed by the driver).
- We are required to send any written claim to the transport company within 7 days of your receipt of the goods, so we need you to check your goods on arrival, detail this on the CMR note, and inform your sales contact as soon as possible.
- If a truck arrives with goods that have tipped over during transport, the receipt of goods can be refused, but you must note the extent of the damage on the CMR/freight document, regardless of whether you refuse acceptance of the entire load or parts of the load.



- If you choose to unload the pallets, you must be aware that you will be responsible for storing the damaged products. Please do not use any product from the damaged pallet(s). Advise your sales contact straight away. In such instances you must also note the damage on the CMR note. Our insurance company has 10 days (after receipt of the claim) to come and inspect the pallets at your premises. During this period the products must remain untouched.
- In case of damage to property caused by a transport company a description on the CMR freight document (and counter-signed by the driver) is required. When in doubt please consult your sales contact for guidance.

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Special terms

This graphic representation includes the most frequent product terms as a tool to help avoiding misunderstandings in the claim procedure.

