



**Instructions for reporting damage in transit for customers and consignees of PP PASACO Sp. z o.o. –
valid from 01-09-2019**

1. It is the customer's/consignee's responsibility to inspect the goods received from the carrier upon delivery **every single time** for:

- accuracy of the delivery note details (quantity in pieces, article characteristics and numbers),
- visible condition of the goods and their packaging.

In the event that any damage to the goods, damaged packaging, or deficiency in quantity is detected, customers/consignees should report their objections to the carrier, stating the type of deficiency or damage. The report must be made in writing in the form of a brief note on the available shipping documents.

2. In case of visible damage to the goods, the customer/consignee together with the carrier must draw up a report specifying the damage. The report with damage description has to be made on the CMR waybill or shipping document, or on a dedicated form of the carrier, if required, or as a separate document. The objections reported by the customer/consignee have to be accurately described. **The report must be signed and stamped by each party, i.e. by the customer/consignee and the carrier.** The loss report has to be drawn up and submitted to Pasaco no later than **within 7 days** of the date of delivery to the following email address: logistyka@pasaco.pl.

3. Every time the customer/consignee finds the delivered goods to be damaged, they should report the loss to the carrier/freight forwarder or shipowner. The loss has to be reported in cases where the customer/consignee is arranging transport independently according to the applicable INCOTERM as well.

4. The customer/consignee is under an obligation to collect photographic evidence showing the damaged cargo – photographs of the goods in the container and after unloading, photographs of the container itself, photographs of the damaged pallets, photographs of the damaged goods.

5. The customer/consignee has to provide Pasaco with information on the place of storage of the damaged goods and with an email address or telephone number of a contact person. If procedures related to transport claim resolution last longer than 21 days for reasons attributable to Pasaco or the carrier, the customer shall have the right to charge PASACO with storage expenses. The storage expenses must be documented by the customer.

6. While submitting the documentation to PASACO, the customer/consignee should also provide an estimated loss value. The final total loss value must be stated by the customer/consignee no later than within 21 days of the date of the aforesaid damage report.

7. The customer/consignee must send all of the above documents to PASACO at logistyka@pasaco.pl within 3 business days of the date of the aforesaid damage report at the latest.

8. Failure to comply with the foregoing rules and deadlines can result in PASACO refusing to admit claims arising from damage in transit. Pasaco reserves the right to charge the customer with costs of transport and storage in cases of unjustified returns of goods.

PROKURENT

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