



HANDLING OF NONCOMPLIANT GOODS ON DELIVERY INSTRUCTIONS

Noncompliant goods on delivery mean consigned goods that changed in terms of their amount or quality during shipment. It is the responsibility of the Carrier's or the Insurer's representative to determine the causes of incompliance and the validity of a claim in a claim procedure. Nevertheless, properly documented damage will increase your chances of being awarded compensation.

1. CMR/consignment note

If damage occurs, the Recipient will be obliged to make a relevant statement in the CMR or another consignment note, notifying thereof the driver, who will sign the note. **It is advisable to draw up a shipping damage report** in the presence of the Recipient's representative and the driver, who will sign it and add their notes thereto, if applicable.

2. Photographic documentation

Taking photographs of damaged goods will be a good practice. As not all photographs will be helpful in assessing damage, the photographs should:

- show goods placed **on the means of transport before unloading** (best if the vehicle plate numbers are visible). Any photograph taken after unloading may give rise to a suspicion that the damage occurred during unloading or at the Recipient's warehouse!!!
- display the date when a photo was taken, however that is not necessary
- show the general scope of damage.

3. Expert opinion

If severe damage occurs, **it is recommended** that an Expert is appointed in order to assess the exact scope and value of damage and to determine possible causes that led to the damage.

PLEASE REMEMBER THAT THE LOADER IS RESPONSIBLE FOR LOADING THE GOODS WHILE THE RECIPIENT IS RESPONSIBLE FOR UNLOADING. THE DRIVER MAY INDICATE HOW THE GOODS SHOULD BE PROPERLY PLACED ON THE MEANS OF TRANSPORT, BUT THEY SHOULD NOT BE INVOLVED IN LOADING/UNLOADING.

THE CARRIER AND THEIR FORWARDING AGENT SHOULD BE ADVISED IF THE MEANS OF TRANSPORT DOES NOT MEET THE LOADER'S REQUIREMENTS (E.G. INCOMPATIBLE DIMENSIONS, DAMAGED TARPAULIN, OR UNPLEASANT ODOUR). ON NO CONDITION SHOULD THE GOODS BE LOADED ONTO SUCH VEHICLE, BECAUSE IT MAY LEAD TO DAMAGE.