

In the event of a claim, we kindly ask you to send us the following documents:

## **Transport**

- Date, place and cause of the damage
- Detailed description of the damage, including photos and quantification of the damage
- All documents related to the transport (transport documents, delivery notes, instruction or transport mandate to driver/freighter, CMR, delivery note with stamp and registered reserve of the recipient, correspondence between customer and transporter/damaged party, credit note or GDR for the exchange of the goods)