**Cargo Damage Claim Form**

**Please send photos showing extent of damage (required for damages) with your claim**

Upon receipt of a shipment, please inspect for any visible damage before signing for receipt

[x]  **Outer packaging**

 [ ]  Slightly damaged

 Describe damages: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What to do?**

[x] Accept shipment **under reserve**

[x] In case of apparent damage, **make reservations** on the POD (proof of delivery or electronic handset)

[x]  **Check** contents of package (immediately)

[x]  **Sort out** damaged titles, return to mds (with copy of delivery note, parcel number)

[x] Possibly arrange for **subsequent delivery** and clarify what to do with the damaged products

 [ ]  Heavily damaged

 Describe damages: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What to do?**

[x] Note **parcel number**

[x]  **Refuse shipment** due to damage

[x]  **Inform mds** about **refusal of shipment**, indicating the parcel number

[x] Arrange for **subsequent delivery** and clarify what to do with the damaged products

[x]  **Inner packaging / Damage to contents**

[ ]  Concealed damages to the contents

[ ] Corners crushed

[ ]  Dirty outside

[ ]  Dirty inside

**What to do?**

[x]  **Sort out** damaged titles (for return or remainder)

[x]  **Inform mds** about the damage

[x]  Arrange for **subsequent delivery** and clarify what to do with the damaged products

**More details on probable cause of damage:**

* How were the goods packed (on top of each other, laterally)? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Had the contents of the package been properly cushioned? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Were the items well-arranged or shifting in their package? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] Damaged product

[ ] Typographical errors

[ ]  Missing pages

[ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What to do?**

[x]  **Sort out** damaged titles (for return or remainder)

[x]  **Inform mds** about the damage

[x] Arrange for **subsequent delivery** and clarify what to do with the damaged products

**More details:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please fax to mds GmbH Customer No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Order No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**+49 6131 505 115 Parcel No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Delivery note date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**