**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

**Outer packaging**

Slightly damaged

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

**What to do?**

Accept shipment **under reserve**

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

**Check** contents of package (immediately)

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

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

Heavily damaged

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

**What to do?**

Note **parcel number**

**Refuse shipment** due to damage

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

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

**Inner packaging / Damage to contents**

Concealed damages to the contents

Corners crushed

Dirty outside

Dirty inside

**What to do?**

**Sort out** damaged titles (for return or remainder)

**Inform mds** about the damage

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?**

**Sort out** damaged titles (for return or remainder)

**Inform mds** about the damage

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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**