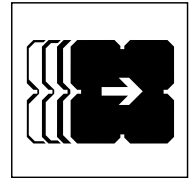


## BRL SIS (Sales Information Service)

Herausgeber Issued by	Bearbeiter Responsible	Telefon Phone	Datum Date
BRL/SVC	Schreckenberger	+49-711- 811 - 7854	2007-02-16



### Material and information flow technology

## Procedure for Transportation Damage

S2006-8 EN

The following procedure is necessary to quickly process transportation damage:

- Goods recipient immediately checks the delivery condition of the goods.
- Note of recognizable damage on the shipping documents from the freight forwarder or package deliverer
- If there is damage that is not externally visible, a complaint must be made to the freight forwarder or package deliverer within 7 days.
- Damage is regulated by the goods recipient with the freight forwarder for “ex works” deliveries
- Damage regulation must be administered through us for “ex works” deliveries; i.e. we need the following documents to process the damage:
  1. Completed transportation damage checklist
  2. Photographs
  3. Copy of the transport documents with noted damage report and countersignature from freight forwarder

The orderer of the goods will receive a Call-Ticket number from BRL/SVC that must be indicated as a reference number in further correspondence.