

SOLUTION OF CLAIMS OF ITEMS NOT DELIVERED

Please follow the goods takeover rules which have been set up in order to consolidate the procedure for claiming goods not delivered from Outdoor Concept a.s.

When taking over goods, the customer is required to check the shipment being delivered by the carrier and to follow the order set out below. Please check the following:

1. The number of packages
2. The weight of the incoming delivery (if the customer has scales available), comparing it with the data in the consignment note. If the weight does not tally, make a complaint with the carrier immediately.
3. Package integrity / damage
 - If a package is damaged, the customer may refuse to take it over from the carrier.
 - Or the carrier is obliged (*and the carrier knows of the obligation*) to record the information about the damaged shipment when handing it over to the consignee.
 - If the shipment is damaged, photographs of the condition on takeover and before unpacking must be taken.
 - Pay attention to the following:
 - Visible holes in the package
 - Transparent adhesive tape on the package (most frequently put over the original OCN tape and mostly on the box bottom)
 - Warped, partially stuck together or otherwise twisted OCN tape (on theft attempts, thieves most often try to stick the removed OCN type again without damaging it)
4. The condition and numbers of pcs of goods according to the delivery note or packing list
5. Shipment damage must be claimed IMMEDIATELY (not later than within 1 day) after takeover and after finding any discrepancy to the invoicing department which sent the shipment.