



Claims Processing Information

Revised regulations as of 1 July 2010

Dear customer,

As of 1 July 2010, we made changes to the way in which we process claims.

You must therefore check each packaging item prior to their receipt by the logistics operator. In the event that any damage, missing items or misdeliveries are noted, these are to be indicated on the attached damage document immediately and in the presence of the logistics operator.

IMPORTANT: In case of the occurrence of packaging/goods from which items are missing or that are damaged, the packaging item is to be left in the condition in which it arrived on your premises (packaged, including all items). This is for insurance proof purposes, and/or may be necessary for damage assessment. If you are unable to ensure this, you will not be entitled to compensation!

Please note that incomplete damage claim documents without declaration of IMEI-No. of missing or damaged items, cannot be processed, nor may credit be issued prior to the receipt of a compensation claim.

Such claim must be filed no later than the next business day.

Yours sincerely,

TelePart Discount Distribution GmbH

Claim service

Email: claim@telepart.com

Fax: +49 (0) 7023 7457 2212



Behaviour in the event of damage or loss during transportation:

Please tick and/or complete the required fields or strike through as appropriate and return to us by fax on +49 (0)7023 7457-2212 or by e-mail to claim@telepart.com

The damage affects the following consignment:

Invoice:

Delivery note:

Package or consignment number:

Contact person:

Date of delivery:

Logistics operator:

Vehicle Registration:

Driver:

1. Type of damage

- A Non-delivery
One or more packages were not included in the consignment.
- B Missing items
One or more package items were missing from a multiple-package consignment.
Individual items were missing from the consignment.
- C Damage
There is external damage to the outer packaging. This damage has also damaged the contents.



C - Damage

I hereby solemnly declare that the following items were damaged:

- o See attachment

Item number	Item name	Type of damage	Serial number

Compensation claim

Upon award of a compensation claim, I would like the following services to be provided:

- o Credit for the missing or damaged items
- o Replacement delivery of missing or damaged items

Driver:
Date Name (please print) Signature / Stamp

Employee:
Date Name (please print) Signature / Stamp