



## **Claims Processing Information**

Dear customer,

please check each box carefully before accepting. If there are manipulated tapes or damaged / missing boxes, these have to be indicated in the presence of the logistics operator. All claim cases, included missing devices, have to be filed not later than one business day.

**If you are unable to ensure this, you will not be entitled to compensation!**

**IMPORTANT: In case of the occurrence of packaging/goods from which items are missing or that are damaged, the packaging item has 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.**

Yours sincerely,

TelePart Distribution GmbH

Claim service

Email: [claim@telepart.com](mailto:claim@telepart.com)

Fax: +49 (0) 7023 7457 2200

**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 2200 or by e-mail to [claim@telepart.com](mailto:claim@telepart.com).

The damage affects the following consignment:

Invoice: .....

Package or consignment number: .....

Contact person: .....

Date of delivery: .....

Logistics operator: .....

Vehicle Registration: .....

Driver: .....

**1. Type of damage**

- Non-delivery  
One or more packages were not included in the consignment.
- Missing items  
One or more package items were missing from a multiple-package consignment.  
Individual items were missing from the consignment.
- 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:

- See attachment

Item number	Item name	Type of damage	Serial number

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**Compensation claim**

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

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

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Transporteur: .....  
Date Name (please print) Signature / Stamp

Customer: .....  
Date Name (please print) Signature / Stamp