

Obligations of consignee on arrival of goods

UPON DELIVERY:

The recipient is obliged to examine the shipment for:

- Completeness
- external damages

An incomplete delivery must be acknowledged and noted by the driver!

In the case of visible or audible damage, acceptance must be refused!

The refusal of acceptance or the incompleteness of the delivery must be reported **in writing** to Interactive Displays **within 24h after receipt of goods** (info@interactive-displays.de).

AFTER DELIVERY:

The recipient is obliged to inspect the goods after delivery for any hidden transport damage. These must be reported **by email** to info@interactive-displays.de **within 24 hours of acceptance**.

A later complaint of hidden transport damage cannot be accepted. If the goods are not examined immediately after receipt, the loss will be at the customer's risk and responsibility.

When filing a **complaint**, the following information and documents must be enclosed:

- Number of Order-confirmation or delivery note
- Type & number of missing or damaged items
- Type of damage
- Name of contact person at the customer
- **In the case of hidden damage:** photos of damaged goods and packaging from all sides

In case of a technical defect of our products within the scope of guarantee or warranty, you can report this to our support department (support@interactive-displays.de).