**REGULATIONS**

**DISCREPANCY IN DELIVERY**

1. Different kinds of discrepancies in delivery:

- goods damaged in shipment,

- incomplete shipment/ surplus in shipment

- shipment not delivered,

- damaged packaging of the shipment,

- discrepancy of the delivered goods with shipping documents,

- no invoice attached.

- other, pls specify………………………

2. **All discrepancies must be notified no later than 2 days after delivery.**

3. Claims notified later will not be accepted.

4. Claims shall be notified by filling in and sending the **DISCREPANCY PROTOCOL** and sending it to our e-mail address: [reklamacje@platinet.pl, or](mailto:reklamacje@platinet.pl,%20or) by fax: +48 12 651 0574. In the discrepancy protocol there should be mentioned: CMR/consignment note’s number, invoice number, date.

1. In case there is a well-founded suspicion, the discrepancy/damage may be caused by the forwarder (packaging seals were removed, cartons were opened) – the remarks about the damage shall be written on CMR document/delivery notice and signed by the forwarder. Alternative solution is to fill in the damage/loss protocol of the forwarder within 2 days after delivery, this protocol must be signed by the forwarder (it is possible to arrange the meeting with the UPS courier after the delivery).

5. Content of the shipment shall be checked in the moment of delivery.

7. After checking the content of delivery and notifying the mechanical damage, the loss protocol shall be drawn up. In the protocol the, damage details, and loss extent shall be specified, The loss protocol shall be signed by the forwarder.

8. If the goods were damaged in delivery and there is a possibility of making the photos describing the loss extent, pls send them to our email: reklamacje@platinet.pl.

9. Without signed by the forwarder: remarks about the damage in delivery on CMR document, or loss protocol, the claims will not been examined by Platinet S.A.

10. After receiving correctly filled in DISCREPANCY PROTOCOL, the case shall be examined and within 7 working days the Customer shall be informed about the decision of our service department.

12. If there is the necessity to send the goods back to Platinet S.A, the transport shall be arranged by service dep. of Platinet S.A.

13. In case of receiving the shipment that was notified to the service department, the shipment will not be received and examined.