

Best Practice for Receipt of Goods

1. Examine goods upon arrival



In case of delivery by lorry

- Packaging intact?
- Packages any missing?
- Contents intact?
- Contents any missing?



In case of delivery by container examine

- Seal intact?
- Seal number same as in the documents?
- Seal hold on to irregular seals!



In either case

- Unpack and examine the goods without delay whenever possible!
- Only then issue a receipt!

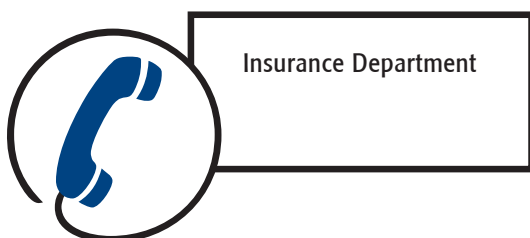
2. In case of damage immediately



- Do not alter condition and packing of goods (except to minimise loss or damage).
- Retain packaging.
- Separate wet or contaminated cartons from sound cartons.
- Take photos.



- Record the extent of the damage in the consignment documents (receipt).
- Issue written notice of liability to carrier.



- Immediately notify the claim to your insurance representative.