



## RECOMMENDED PROCEDURE FOR THE RECEIPT OF GOODS

### 1. CHECKING PALLETS OR PACKAGES

When you receive a shipment from **SELECTARC** :

- ✓ Check the transport documents to make sure that the goods presented to you are actually intended for you;
- ✓ **In the presence of the driver**, check the external appearance of the pallets or packages. Our pallets are filmed with black film, any other film colour should be considered suspicious;
- ✓ Check that the guarantee tape (white tape/orange writing) is intact (which proves that the pallet has not been defiled), and that the stacking cones are not crushed (which guarantees that the pallets have not been stacked);
- ✓ Check that the number of packages or pallets corresponds to the packing list indicated on the transport order;
- ✓ Indicate the name of the receiver in full, the date and time of receipt and his or her visa.

**ATTENTION:** When you sign the carrier's delivery note, you acknowledge that you have received the goods in good condition. You hereby release the carrier from all liability. Any damage subsequently identified may be considered to have been caused by you and no recourse/compensation can be made.



## 2. RESERVATIONS

If the packages or pallets are **damaged** or if their external condition suggests that the goods may have been damaged: **you must establish the defects of the order immediately upon receipt by opening the package/pallet in the presence of the driver.**

*You must write any reservations on the delivery note in the presence of the driver or refuse the parcel/pallet if you consider that it does not conform. Keep this delivery note as you will be asked to do so at a later date.*

- ✓ Make precise and significant reservations on the transport voucher, indicating
  - The reference of the missing and/or damaged goods.
  - Use the article code indicated on the BL
  - For each reference the number of missing and/or damaged packages/cases.
  - The type of damage noted.
- ✓ If necessary, take photographs of the goods concerned.
- ✓ Notify us of any damage on the generic e-mail address [litige\\_transport@selectarc.com](mailto:litige_transport@selectarc.com) on the day of receipt.
- ✓ Keep damaged goods unloaded at our disposal.



Example:

- 2 packages of 16133 S11 missing;
- 3 cases of 12003 S15 damaged and unsaleable;
- 1 reel of WAE0416FG ES500 damaged and unsaleable.

*General or imprecise reservations **have no legal value.***



Example:

- "subject to unpacking";
- "subject to inspection";
- "damaged package".

## 3. CONFIRMATION OF RESERVATIONS

- ✓ Within **2 working days** of the delivery date, a registered letter must be sent to the carrier to confirm the reservations noted on the transport document, specifying **the number of the transport voucher and enclosing any photos.**

*Reservations on the carrier's delivery note are not sufficient: they must be confirmed by registered letter within 2 days. Damaged goods must be made available for inspection.*