

DAMAGE & COMPLAINT PROCEDURE

PROCEDURES TO BE FOLLOWED BY COMPLAINANTS

IN CASE DELIVERY OF DAMAGED CONTAINERS-TRUCKS OR GOODS

A) COMPLAINT FOR CONTAINER DELIVERIES

- If buyer notices damage before unloading the container, the charged shipping line should be informed asap and the container should not be unloaded partly or fully till shipping line/transporter provides the necessary guidance.
- If buyer notices damage during unloading the container, the charged shipping line should be informed asap and the unloading should be stopped immediately and wait till shipping line provides the necessary guidance.
- The shipping line has to be informed and instructed to make Survey Report for the damage, and the buyer has to provide the following documents [of related container(s)] in a claim file to assure and accelerate the solution;

- i) Commercial Invoice
- ii) Packing List
- iii) B/L copy
- iv) Customs Document Copy
- v) Survey Report provided by the shipping line.
- vi) CMR of truck carrying the container (should not be signed till solution)
- vii) Official Claim Letter printed on Company Letterhead Paper including the detailed calculation for the claimed items.
- viii) Photos of claimed container showing the container number and its damaged parts, or damaged items in close and wide perspectives. The pictures should be clear and good resolution.
- ix) Proof Documents showing what has been done with with claimed items (salvage invoice, destroy invoice etc). *This has to be provided in case buyer notices the damages after opening the packages.*

- If buyer makes the insurance of containers by its own, the charged insurance company must be informed by buyer to involve in the matter.
- The damaged container claims should be raised immediately before unloading.
- The damaged item claims should be raised within 3 days following the unloading date, otherwise the ship owner may refuse the claim for late notice.
- Both claims should be raised to the related shipping line agent charged in port of discharge to find the prompt solution.

B) COMPLAINT FOR TRUCK DELIVERIES

- If buyer notices damage before unloading the truck, the charged transporter should be informed asap via driver and the truck should not be unloaded partly or fully till transporter provides the necessary guidance.
- If buyer notices damage during unloading the truck, the driver should be informed asap and the unloading should be stopped immediately and wait till transporter provides the necessary guidance.
- The transporter has to be informed and instructed to sign the report for the damage, and the buyer has to provide the following documents [of related truck(s)] in a claim file to assure and accelerate the solution;

- i) Commercial Invoice
- ii) Packing List
- iii) CMR of the truck (should not be signed till solution)
- iv) Official Claim Letter printed on Company Letterhead Paper including the detailed calculation for the claimed items.
- v) Photos of claimed truck showing the truck number and its damaged parts, or damaged items in close and wide perspectives. The photos should be clear and in good resolution.
- vi) Proof Documents showing what has been done with with claimed items (salvage invoice, destroy invoice etc). *This has to be provided in case buyer notices the damages after opening the packages.*

- If buyer makes the insurance of trucks by its own, the charged insurance company must be informed by buyer to involve in the matter.
- The damaged truck claims should be raised immediately before unloading.
- The damaged item claims should be raised asap after unloading on the same day, otherwise the truck company may refuse the claim for late notice.

C) COMPLAINT FOR GOODS

- The complaint should be forwarded from web site www.gurkan.com.tr/feedback with filling all necessary parts. This site will guide you how to follow the complaint issues and get answers.
- Below informations MUST be provided fully while raising a complaint, otherwise the complaint will be rejected or solution will not be offered unless receiving all;

- i) Complaint Form should be provided without empty space.
- ii) Invoice number in which claimed goods are shipped.
- iii) Batch number of the items which are labelled inside goods (in case your customer says that the carton is missing) [check file named *damage batch.pdf*](#)
- iv) Green Quality Control Shift Number which is labelled inside goods [check file named *damage batch.pdf*](#)
- v) Clear Photos showing the defect. Blurry photos will be rejected and you will be asked to take photos again till we get clear images.
- vi) In addition to above, in case of many damaged items, you have to take wide view photos showing all damaged items in 1 pose from different views.