

# Rules for Complaints

## 1. Introduction

The following Rules for Complaints are intended to handle discrepancy between your orders and our deliveries. Our aim is to avoid mistakes and delays. Nevertheless, if there is a discrepancy, we want to correct it quickly and transparently to the satisfaction of all parties. At the same time, we want to learn from your notes and continuously improve our service in this way.

## 2. Receipt of shipments

Upon receipt of one of our shipments, the number of parcels and pallets delivered must be checked. The shipment must also be inspected with regard to obvious defects such as damage to the packaging or defective pallets. Discrepancies in the number of pallets or packages delivered and any obvious deviations must be reported to the delivering driver in writing. The name of the person reporting has to be indicated in plain text. Please make sure that the date and time are correct! Open defects can no longer be accepted at a later date. The receipt of delivery is decisive in this respect.

## 3. Refusal of acceptance

If our transport partner intends to deliver goods to you which you have not ordered or if substantial damage to the goods prevents acceptance, you may refuse acceptance. In such case, we ask you to note the reason for the refusal of acceptance on the delivery documents. This is the only way we can correct the error promptly.

## 4. Hidden defects

### 4.1. Packages and mixed pallets

If we deliver parcels or mixed pallets to you, we accept complaints regarding the quantity up to five working days after delivery. After these five working days have expired, we will only accept quality complaints for the goods up to three months after delivery if they are not obvious when the shipment is unpacked or packed.

### 4.2. Unmixed pallets

If we supply you with pallets of one and the same good, we accept quality and quantity complaints for the goods on the pallet up to three months after delivery.

## **5. Returns**

Incorrectly delivered goods as well as goods with quality defects may of course be returned to us. Please let us know which item you would like to return and state the quantity. Please send us a corresponding list via e-mail to [retouren@lavera.de](mailto:retouren@lavera.de). We will check them within five days and arrange pick up with you. You will receive a return number which you should note on the return documents as well as on the pallets and parcels.

Returns not marked with our return number will neither be accepted nor credited. All returns must be packed properly and safely for transport.

## **6. Other complaints**

If you are not completely satisfied with us or our services, please let us know even if you do not expect a credit note. As explained in the introduction, we strive for a continuous improvement process. We are therefore dependent on your valuable input. Please feel free to contact us at [retouren@lavera.de](mailto:retouren@lavera.de)!

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