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- Lame a spaccare ad uso industriale
- Detergenti industriali

To The Kind Attention Of All Our Customers

25.07.2017

The right procedure to follow in order to get a reimbursement in case the packing arrives damaged to you.

Dear Sirs,

good afternoon, hope to find everybody in good health.

By the present we wish to communicate following message to all our customers and their brokers:

PACKING

FORWARDERS

INSURANCE

Our boxes (that can be made of wood+cardboard or cardboard only) exit from our factory in perfect conditions, well done and checked in every parts by our operators, when the forwarders pick the goods up.

It can happens that during the transport the packing is damaged and arrives to destination (customs/your factory - to you or to your broker) damaged.

If the packing is damaged, maybe also the blades could be damaged and in case you cannot use them, you have the right to be reimbursed if the Insurance is included in the transport.

THE ONLY WAY TO GET THE REIMBURSEMENT and consequently to permit us to produce new blades for you as replacement, **IS TO OPEN IMMEDIATELY THE CLAIM WITH OUR OR YOUR FORWARDER-HOW? :**

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Procedure to follow:

** the forwarder arrives to you/your broker with the goods

** you check the goods first. If the packing is in perfect conditions ok, if not:

**** DON'T CLEAR/ACCEPT THE GOODS WITHOUT SAYING NOTHING**

** you take the more picture that you can as proof of the damage (both of the packing and the blades if they have clear damages on them)

** you ask the forwarder to give you the document that you need to fill in writing that the packing arrived damaged and that you accept/you clear the goods "under condition that you will check the goods in your factory" + your signature - **without this document no reimbursement will be done and we will not be able to replace the damaged goods.**

** you finally check in your factory the goods and you inform us about the condition of the goods.

** If the forwarder is our forwarder: you will send us copy of all documents + picture and we will open the claim and ask for the reimbursement.

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If you have doubt or questions don't hesitate to ask us we remain at your full disposal for any needs

Our best regards

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