Damage Report

Information about the shipment

Shipment identifier:

Sender of shipment:

Name, first name/ company name
Address
Additional address data
State/ ZIP code
Country
Phone number/ contact person

Receiver of shipment:

Name, first name/ company name
Address
Additional address data
State/ ZIP code
Country
Phone number/ contact person

Claim Reason

☐ Content of shipment is damaged ☐ Missing pieces of shipment

The following pieces are damaged or missing (in a further step you will be asked to attach pictures about the damaged pieces or packaging. Please give a precise description of what can be seen in the pictures and indication of the value):

The following pieces are not damaged or missing (please give a precise description and indication of the value):

☐ I hereby confirm the accuracy and completeness of the information given.

Next steps

To check your claim in the best way, we need this filled-in damage report and a proper picture documentation from you. Thus, please follow the next steps:

1. Fill in the document completely and click below on “Create email”. This generates an email.
2. Attach pictures to the generated e-mail that clearly indicate the damages to the content or the packaging.
3. Send the email to us with the attached pictures.

Create email