

Handling Transport Damages

General Information

Dear Customer,

The items you ordered are covered by the carrier's transport insurance during transit. However, please follow these guidelines to ensure that both your claims and ours remain valid in case of damage.

We recommend inspecting the goods for damage and completeness immediately upon receipt, as hidden damages are rarely covered by insurance. Have the driver confirm any damage (name, vehicle number).

For visible damage to packaging

1. Clearly note the type and extent of damage, as well as any shortages, on all copies of the freight documents.
2. Be sure to document all packaging damages with photos or a short video.
3. "Visible damages" must be reported immediately, within 24 hours at the latest, to the carrier/service provider. Visible damage means the packaging is obviously damaged from the outside.

If parts are missing or damaged when unpacking, please have this confirmed by the shipping company immediately (within 5 business days at most).

The packaging was intact, but the items were damaged or incomplete upon unpacking

"Hidden damages" must be reported to the carrier/service provider within 7 days of delivery. Hidden damage means the packaging looks fine, but the contents are damaged.

Please send us, along with this form, detailed photos and/or a short video of the installation situation, a brief description of the issue, and proof of purchase to service@profi-pumpe.de. This can help speed up your complaint process.

Attachment to Service Form - Transportation Damage



Customer/Company Address

Salutation: ☐ Mr. ☐ Ms. ☐ Company

Name/Comp.:

Street, No.:

Zip Code, City:

Country:

Billing Address (if different)

Salutation: ☐ Mr. ☐ Ms. ☐ Company

Name/Company:

Street, No.:

Zip Code, City:

Country:

Contact Options

Phone:

Email:

Mobile/WhatsApp:

Order Assignment

Order No.:

Invoice No.:

Purchase Date: Delivery Date:

NOTE

Please send this form within 5 days with clear photos of the damage, and include the order number and, if applicable, the invoice to **service@profi-pumpe.de**.

Otherwise, your and our claims against the transport company/third party may expire

Questions About Transportation Damage

1.0 Did you personally receive the package?

☐ Yes ☐ No ☐ Permission to Leave Package

☐ Someone else received the package, who?

1.1 Was the outer packaging visibly damaged when you received the goods?

☐ No ☐ Yes, (how?)

1.2 Is the item damaged in the same spot as the visible damage on the box?

☐ Yes ☐ No, where exactly

1.3 Did you get confirmation of the packaging damage?

☐ Yes, in writing ☐ Other

☐ No, why not?

1.4 Was a photo or short video taken of the damaged packaging before unpacking?

☐ Yes ☐ No, why not?

1.5 Is there damage that isn't visible from the outside?

☐ Yes ☐ No

1.6 Did the delivery arrive complete, or are there missing parts?

☐ Yes ☐ No, the following parts are missing

1.7 What do you think caused the damage to the goods?

2.0 Were the goods completely or partially damaged?

- ☐ The product is completely damaged and unusable
☐ The product is partially damaged but still usable
☐ The product is partially damaged and can be fixed with replacement parts

3.0 Do you want to keep the goods?

- ☐ Yes ☐ Yes, I need the following replacement part (please attach photos, including of connections if necessary)
☐ No, I want to return the goods and don't need a replacement
☐ No, I would like a replacement delivery
☐ I accept the damage and would like a discount for the damage (without part replacement) in the amount of €

4.0 Can you return the package to us?

☐ Yes ☐ No, why not

4.1 If not, can you have someone else send the goods for you?

☐ Yes ☐ No

4.2 Would you like us to arrange pickup from your location?

(Usually, this will incur additional costs as we are not obligated to provide this extra service. You agree to bear these costs irrevocably. This service may not be available everywhere, and we will inform you about the additional costs in advance without obligation.)

☐ Yes, including cost coverage ☐ No

Please note that if the goods are damaged without our company's fault, the return will be at the buyer's expense.

Safe return transport

Please pack the goods in the original packaging to prevent any damage during return shipping. Claims cannot be acknowledged for transport damage due to poor packaging.

