

GUIDELINES FOR CONTRACTORS COMPLAINT PROCEDURE



LANGOWSKI
LOGISTICS

01

Damage or loss of goods



In the event of **damage to the goods, loss of goods or comments on the processing of the order**, send the completed complaint form electronically as a scan to the lead freight forwarder or your sales manager, adding the following szkody@langowski.eu

02

Form



A **model form is available on the LANGOWSKI LOGISTICS website** under the link: **COMPLAINT FORM**

03

Signature and e-mail



The form should be **completed and signed legibly by the person authorized** to represent the claimant, and then sent to the freight forwarder

A LIST OF DOCUMENTS AND INFORMATION TO BE SENT IN ORDER TO PROCESS THE COMPLAINT: *IF THEY HAVE NOT BEEN SENT BEFORE

DEMAGE REPORT



Detailed description of the damage, preliminary cost estimate, damage calculation, weight and quantity of damaged

COMMERCIAL DOCUMENT



Commercial Invoice
Packing list

TRANSPORT DOCUMENT



CMR
Bill of Lading
SMGS
AWB

PHOTOS



Photos of the goods with visible damage with the date indicated

WRITTEN AUTHORISATION



A document authorizing the execution of a claim from LANGOWSKI LOGISTICS in the case of a complaint filed by an entity other than the Principal

CARGO INSURANCE



Information on whether the cargo has been self-insured by the contractor

STATEMNT



Statement of the complainant on further handling of the goods

OTHER



Explanations and documents, related to the damage (e.g., appraisal of the damage by an expert, etc.)

LANGOWSKI LOGISTICS reserve the right to request other documents necessary for proper settlement of a complaint

ADDITIONAL INFORMATION

- The burden of proving that the damage occurred before the goods were delivered to the consignee is on the claimant. If the complainant fails to prove this, the cargo is considered to have been properly delivered
- Until the complaint procedure is finalized, the complainant/consignee is obliged to allow inspection of the goods
- The filing of a complaint does not entitle to set off any receivables or withhold payment of amounts due to LANGOWSKI LOGISTICS for services rendered
- After identifying the circumstances of the event, on the basis of the documents received, LANGOWSKI LOGISTICS hereby informs about the further stages of the claim settlement procedure

Contact us! —

For questions or concerns, please contact your **lead freight forwarder, the sales manager or the legal department** directly by e-mail: szkody@langowski.eu

COMPLAINT
FORM