

Guide on claim handling with VALPRO

VALPRO is continuously working on improving our operations, including customer service. We have prepared this Guide to avoid misunderstandings about our claims handling process and to make the process as efficient and simple as possible. Below please find the actions you should take.

Claim on damaged cargo

Damage → Note on CMR → Photo/additional proof → Fill Reclamation Application → Submit information to VALPRO

Steps you should take if you have received damaged cargo from VALPRO:

1. Note the damage on the CMR

When receiving cargo, the goods should be checked upon unloading. Any mismatch, visible quality problems of products (damaged/wet boxes, damaged pallets etc.) or truck, container (broken/missing seal etc.) must be noted on CMR. This mark must be made to lock the fact of the damage and to have the possibility of compensation from the carrier. The marking of the damaged cargo or its deficiency must be noted in the CMR copies of the consignee and the carrier. If the damage has been indicated and has happened because of carrier, compensation will be received. Otherwise, compensation for damage to the goods will not be accepted.

In case of sea shipments where a container has been damaged and as result of that the product is damaged, you should contact corresponding shipping lines Customer Service. Shipping line may assign their surveyor to assess damages. For more detailed information regarding your actions when receiving damaged cargo via container shipments – please check attached instructions.

2. Collect additional proof for claim

Additional information to the claim is requested. You should take pictures of the sound cargo as well as the damaged cargo (so that we may compare them). The pictures should show not only the packaging or exterior of the damaged cargo but also the damaged goods or products. You should also take pictures of the container(s) – particularly if there is container damage – including a picture showing the container and seal number(s).

3. Submit to VALPRO the Reclamation Application

After all the evidence is collected – please fill in and submit to VALPRO Reclamation Application. In attachment A we have attached Reclamation Application for cans. Filled Reclamation Application should then be sent to your VALPRO contact person together with additional proof (photos and/or video).

VALPRO will evaluate the Application internally and if needed contact you for details that are unclear from the application and additional information

Claim on product

Reclamation → Photo/additional proof → Fill Reclamation Application → Submit information to VALPRO

Steps you should take if you have received claim on VALPRO product:

1. Collect information about the claim

If you receive a complaint from your customer regarding visual or functional defects of product – first, please inform your VALPRO contact person about the situation. Additional information on reclamation is requested.

When collecting information about the claim, please request photos of the damaged product. In cases when the defect has impact on products usability and it cannot be shown in a picture, we advise to consider making a video showing the defect.

2. Submit to VALPRO the Reclamation Application

After all the evidence is collected – please fill in and submit to VALPRO Reclamation Application. In attachment A we have attached Reclamation Application for cans. Explanatory pictures of information requested at Information on product section also attached. Filled Reclamation Application should then be sent to your VALPRO contact person together with additional proof (photos and/or video).

VALPRO will evaluate the Application internally and if needed contact you for details that are unclear from the application and may request additional information or photos.

Attachment A

Reclamation application No.____

Client details		
Product title, designation (client article number)		
Order No. (if information is available)		
Information on product (can)	Production date* (marking on hinge – year)	
	Examinator identification stamp and production week ** (marking on handle)	
	UN number*** (marking on handle or can)	3A1/___ / ___ ___ / ___ /D/BAM___ ___ ___/VP
Nonconforming product amount (pcs.)		
Nonconformity (defect) description		
Nonconformity (defect) detection	At freight reception – unloading (<i>attach signed CMR by forwarder</i>)	
	At incoming control	
	At sale	
	Other	
Nonconformity (defect) detection at product user (information from user)	Product user application (<i>English or German</i>)	
	Date and place of occurred loss*	
	Product use description*	
	Product storage description*	
	Short defect description *	
	Losses confirming acknowledgments* (act, protocol, invoice etc.)	
Additional information* (<i>photos, sketches etc.</i>)		

**If client application does not contain mentioned information, please fill the required fields.*

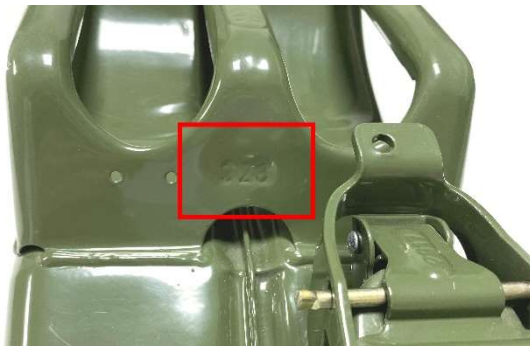
Protocol compiler: _____
 (Position) (Name, Surname) (Signature) (Date of constitution)

Explanations:

***Production date** – year marking on the hinge:



****Examiner identification stamp and production week** – combination of 3 numbers on handle:



*****UN number** – marking on the handle or can:

