

GOODS RECEIPT PROCEDURE

- 1) The Customer, upon receipt of the goods, is required to **verify their integrity**.
- 2) **In case of breakage or tampering with the package, you must collect the goods by signing the delivery note "WITH RESERVE OF INSPECTION"**, so you can check the content and inform us about the status of the goods.
- 3) It is also necessary to always specify the **reason for the reserve** (eg packaging broken, crushed, damaged, laundry, wet, punctured, obvious damage to the product, etc.).
- 4) In case of damaged packages, please take a picture of both packaging and damaged material inside. Damaged packages must not be returned to the courier.
- 5) Claims for transport damage that have not been notified in writing on the delivery documents returned to the courier are not admissible.
- 6) **Any damage must be communicated no later than 3 working days from receipt of the goods**.
- 7) In the case of:
 - damage reported more than 3 days after delivery and caused by the customer's negligence, the replacement of the piece and the delivery costs will be fully charged to the customer;
 - **production defects** (e.g. wrong color, size or profile, lacquering / finishing defects, etc.), found at a later time and reported more than 3 days after delivery, the material will be replaced free of charge. At our discretion, the return of the defective material may be requested at customer's expense.
- 8) In the case of non-compliant or missing products, the customer can request a refund of the amount paid with consequent termination of the contract without additional charges / obligations for Trem Srl.

*** In all cases where damage or lack of conformity is found, **it is necessary to send photos and a description of the type of problem or defect found**.

Once the goods have been delivered, pay close attention to removing the packaging with blades or cutters and unloading the goods from the pallet; we recommend at least two people to move the heavier or bulky pieces. Damage caused by the use of blades, accidental falls or other forms of negligence such as scratches, bumps, etc. they are easily identifiable and not covered by warranty or free replacement. We suggest to **keep the packaging until the end of the assembly process**.