

WHAT TO DO IF YOUR SHIPMENT ARRIVES DAMAGED

Every shipment leaves our warehouse undamaged, sealed and marked with a warning label in Czech or English. For shipments within the Czech Republic and Slovakia we use the carrier PPL.

We do everything we can to make sure your shipment reaches you intact.

INSPECT THE SHIPMENT CAREFULLY

- 1** You may accept a shipment with damaged packaging from the driver. What matters is that this is recorded **in the driver's scanner (acceptance with reservation)**. Take detailed photographs and send them to **info@specialturbo.cz**.
- 2** If you accepted a shipment whose contents are damaged but whose packaging showed no signs of damage on delivery, **you must report the claim to the carrier PPL through their web form within 7 calendar days of delivery**. Have detailed photographs of the shipment, its contents, the padding and the packaging with labels ready. Do not forget to attach the sales invoice. To speed things up you can also send the photographs to **info@specialturbo.cz**.
- 3** If you suspect the shipment is damaged in any way, draw up a **damage report** with the carrier, take photographs and send them to **info@specialturbo.cz**.

IF YOU ACCEPT THE SHIPMENT WITHOUT RESERVATION, NO CLAIM CAN BE MADE!

THANK YOU!

SPECIAL TURBO a.s. · ...we are the heart of your engine

Prague

Kišchova 1732/5, 140 00 Praha 4
+420 222 265 475

Prušánky

Nechorská 299, 696 21 Prušánky
+420 518 374 551

Contact

specialturbo.cz
info@specialturbo.cz