

UTILITY OF THE RESERVES

DELIVERY



by **CSiD**
CREATIVE SOLUTIONS
FOR INDUSTRIAL DESIGN

This document guides you through the steps to follow when receiving your package.



Delivery situation 1: The condition of the package is deplorable

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Delivery situation 2: You manage to open the package in the presence of the delivery person

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Delivery situation 3: You are unable to open the package in the presence of the delivery person

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DELIVERY - SITUATION 1



YOU REFUSE THE PACKAGE, ITS CONDITION IS DEPLORABLE

What should I do?

If you notice that your parcel is torn, crushed or collapsed upon delivery: REFUSE THE PACKAGE

I REFUSE THE PACKAGE:

- Take photos of the package
- Note on the delivery note the reasons for the package(s). Detail the damage done to the package(s).
Examples: package torn in a corner, crushed on top or splayed underneath...
- Take a photo of the delivery note

Contact us by phone and email, maximum within 36 hours of the date of receipt of the parcel, after this period no after-sales procedure can be initiated.

COMPANY/PRESCRIBER

STEP 1 : Inform your dealer by telephone so that he can report your complaint.

STEP 2 : Send a mail, to the dealer, consisting of :

- A copy of the order
- An explanation of the damage
- A photo of the damage
(Photos of the package)
- Photo of the delivery note
- An explanation of the desired return

DEALER / DISTRIBUTOR

STEP 1 : Inform by phone CSID **09 65 16 20 21**

STEP 2 : Send an email to **contact@csid-design.com** consisting of imposed de :

- A copy of the order
- An explanation of the damage
- A photo of the damage
(Photos of the package)
- Photo of the delivery note
- An explanation of the desired return

We invite each of our customers to OPEN THE PACKAGE IN THE PRESENCE OF THE DELIVERY PERSON before signing the delivery note. If no reservation is mentioned at the time of delivery, the goods are declared as accepted by the customer and NO CLAIM can be made afterwards.

DELIVERY - SITUATION 2



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YOU ARRIVE TO OPEN THE PACKAGE IN THE PRESENCE OF THE DELIVERY PERSON

What should I do: Open your package in the presence of the delivery person

If the product is correct : ACCEPT THE PACKAGE | If the product is damaged : **REFUSE THE PACKAGE**

I REFUSE THE PACKAGE:

- Take photos of the package and the damaged product(s)
- Note on the delivery note the reasons for the package(s). Detail the damage done to the product(s)
Examples: presence of scratches, shocked or deformed parts, etc.
- Take a photo of the delivery note

Contact us by phone and email, maximum within 36 hours of the date of receipt of the parcel, after this period no after-sales procedure can be initiated.

COMPANY/PRESCRIBER

STEP 1 : Informer par téléphone votre Revendeur pour qu'il remonte votre signalement.

STEP 2 : Send a mail, to the dealer, consisting of :

- A copy of the order
- An explanation of the damage or non-conformity
- A photo of the damage or non-conformity (Photos of the package and the damaged goods)
- Photo of the delivery note
- An explanation of the desired return

DEALER / DISTRIBUTOR

STEP 1 : Informer par téléphone CSID **09 65 16 20 21**

STEP 2 : Send an email to **contact@csid-design.com** consisting of :

- A copy of the order
- An explanation of the damage or non-conformity
- A photo of the damage or non-conformity (Photos of the package and the damaged goods)
- Photo of the delivery note
- An explanation of the desired return

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DELIVERY - SITUATION 3



YOU ARE UNABLE TO OPEN THE PACKAGE IN THE PRESENCE OF THE DELIVERY PERSON

The hurried deliveryman has left and does not give me the time to open the package in his presence: Write on the deliveryman's slip
«**Package accepted subject to unpacking, the deliveryman did not give me time to check the condition of the goods.**»

I open the package(s) and find that the goods are damaged:

The conditions that justify damaged goods are :

- 1 Damage to the product related to the delivery: presence of scratches, shocked or deformed parts.
If no reservation is made on the delivery note, no procedure for product damage related to the delivery can be initiated.
- 2 Non-conformity of the product linked to production: scratches, missing screws, detached accessories, colour error.

HOW TO PROCEED:

Contact us by phone and email, maximum within 36 hours of the date of receipt of the parcel, after this period no after-sales procedure can be initiated.

COMPANY/PRESCRIBER	DEALER / DISTRIBUTOR
<p>STEP 1 : Inform your dealer by phone</p> <p>STEP 2 : Send a mail, to the dealer, consisting of :</p> <ul style="list-style-type: none">- A copy of the order- An explanation of the damage or non-conformity- A photo of the damage or non-conformity (Photos of the package and the damaged goods)- Photo of the delivery note- An explanation of the desired return	<p>STEP 1 : Inform by phone CSID 09 65 16 20 21</p> <p>STEP 2 : Send an email to contact@csid-design.com</p> <ul style="list-style-type: none">- A copy of the order- An explanation of the damage or non-conformity- A photo of the damage or non-conformity (Photos of the package and the damaged goods)- Photo of the delivery note- An explanation of the desired return

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