



PROCEDURE FOR RECEIVING GOODS

IMPORTANT INFORMATION UPON RECEIVING GOODS

When the goods are received, **it is necessary to take some photos** of the state of the pallet when it arrives, whatever the condition. We therefore recommend keeping a Smartphone at hand.

Goods with possible hidden damage

1. Check the condition of the pallet, still packed, when the goods are unloaded, making sure that the pallet is visibly intact and take photos² of the packed pallet (**even if perfectly intact**). Then check the condition of the boxes, carefully looking for crushed boxes and inspecting each side and angle of the goods on the pallet. Check then that there are no obvious breakages.

Even if everything seems to be perfectly intact, in the event of hidden damage, it is necessary to sign the transport document, adding the wording “SUBJECT TO VERIFICATION FOR POSSIBLE DAMAGE”. **Without this wording, the damage will not be reimbursed by the insurance company.**

2. In the case of any damaged goods, it is necessary to take some photos² of the damaged products in the boxes as proof. The photos must show that the damage was found when opening the pallet and inspecting the goods and, to prove this, the photo must also include the newly opened package and the pallet.

This will allow us to open a claim with the insurer or carrier only if the claim via email is sent to the reference salesperson and to customercare@onetile.it no later than **6 days after receiving the goods** (indicating the **order number**). (*in accordance with Article 1698 of the Italian Civil Code*).

Visibly damaged goods

1. Check the condition of the pallet, still packed, when unloading the goods:

- a. If the pallet is visibly completely damaged, **i.e. if at least 90% of the material is severely damaged**, the goods must not be accepted¹. Proceed by taking photos² to document the damage as proof (see *point 2*), signing the transport document and adding the wording “DELIVERY REJECTED FOR COMPLETELY DESTROYED GOODS”. Report as indicated in *point 3* **within 24h**;
- b. If, on the other hand, the packaging is visibly damaged, i.e. severely altered and/or, when the packaging is removed and each side and angle of the goods is inspected, crushed and/or broken boxes are found on the pallet, take some photos to document the damage as proof (see *point 2*). Then, sign the transport document, adding the wording “SUBJECT TO VERIFICATION” and **specifying which part is affected** (the photos should prove exactly what is

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¹ If, during inspection, the quantity of damaged goods is less than 90%, the logistics costs will be charged to the customer.

² The photos must be authentic, original and clear. Otherwise, they are unsuitable and will not be considered as proof.

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written). **Note that it is essential that the cause of the damage be specified.**

Examples: “subject to verification for visibly broken tiles”, “subject to verification for broken box”, “subject to verification for damaged pallet”, “subject to verification for damaged packaging”, etc.

Then report as indicated in *point 3*;

2. In the event of any damage, it is necessary to take some photos of the pallets and/or damaged products of the boxes as proof, before the goods are removed from the pallet (**the photo must include the pallet**), which must then be sent to us via email, indicating the **order number**.

3. If you follow this procedure, we will be able to open a claim with the insurer or carrier only if the claim via email is sent to the reference salesperson and to customercare@onetile.it no later than **6 days after receiving the goods**. (*in accordance with Article 1698 of the Italian Civil Code*).

Reimbursement

Once the claim has been accepted, Onetile reserves the right to only reimburse the value of the damaged goods. For any replacement goods, shipping costs are to be borne by the customer.

By using third-party services for transport and insurance, processing times can take up to 60 days.

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²The photos must be authentic, original and clear. Otherwise, they are unsuitable and will not be considered as proof.