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## Instructions for procedure for handling transport damage

If you detect transport damage, please proceed as follows:

1. Carry out a visual inspection of the supplied good while it is still in its packaging.
2. Note down the transport damage you detected on the carriage documents and have the driver sign them.
3. Do not unpack the delivered good (for the moment).
4. Request the pre-printed 'Transport damage claim' form from Solarwatt GmbH.
5. Provide a detailed description of the damage, including photographic documentation. In doing so, please observe the instructions on the 'Transport damage claim form' record.
6. Please return the completed record to:

SOLARWATT GmbH  
Reklamation  
Maria-Reiche-Str. 2a  
01109 Dresden  
Germany

7. We will contact you with further instructions.

Thank you for your cooperation!

## Claim Form Transport Damage

Transaction key:  \*

\* Number will be assigned by SOLARWATT GmbH

### Expert Installer

Company name: ..... Client number: .....

Address: .....

Telephone: ..... Fax:.....

E-Mail: .....

### Delivery Address

Company name: ..... Client number: .....

Address: .....

Telephone: ..... Fax:.....

E-Mail: .....

### Matter of claim

module damaged   
  module stack displaced   
  packaging damaged  
 pallet damaged   
  others

Delivery note:): ..... Pallet number:.....

Did you left a note of the transport damage on the delivery note? YES \_\_\_ NO \_\_\_

### Please describe transport damage (add pictures)

.....  
 .....  
 .....  
 .....  
 .....  
 .....

### Name and address forwarding agent

.....

### Load securing on truck

Pallet were tied-down   
  Palett were not tied-down

### Important note on transport damage:

Transport damages can only be accepted if the claim form and necessary documentation were immediately sent to SOLARWATT. Furthermore an internal evaluation of the problem will be made by quality engineers of SOLARWATT.

I hereby confirm the correctness of the information and that I have read the warranty information.

Date: ..... Signature: .....

Appendix (photos, draft, etc.): .....

**Please fill in all fields of the form correctly, incomplete forms will slow down the claim process.**

Reply to: Mail: [claim@solarwatt.com](mailto:claim@solarwatt.com) Fax: +49 -(0)351-88 95 263