

TRANSIT DAMAGE PROCEDURE

In case any Distributor / Customer receives material in damaged or contaminated condition, you are requested to follow the steps mentioned below.

- 1. Register the complaint:** Immediate Intimation should be given in writing about the damage / contamination along with the documents stated below to the following mail id's **within 24 hours** of receipt of such goods.
 1. despatch@bechemindia.com;
 2. pradeep@bechemindia.com;
 3. vikram@bechemindia.com
 4. rashmi@bechemindia.com;
 5. shilpa@bechemindia.com
 6. Concerned Area Engineer mail ID
- 2. Documents Required:** Distributor / Customer should mandatorily send the following documents:
 - a) Photograph of Damaged / contaminated goods
 - b) Copy of CBI Invoice
 - c) Transporter LR Copy with Seal, Signature of the receiver, Date of receipt of material, Clear Remarks about Damage / Contamination.
 - d) 4 Nos. Photographs in different angles covering the damage of goods.
- 3. Appointment of Surveyor:** BECHEM will appoint Local Approved Surveyor who has valid license on receipt of intimation about damaged / contaminated goods within 3 days.
- 4. Return of Damaged / Contaminated Goods to Carl Bechem India:** Damaged / Contaminated goods should be returned only after seeking approval from Head Office along with copy of Survey Report, CBI Invoice, LR and Photograph to Logistics Department.
- 5. Claim / Credit note:** After submission of all documents and confirmation from Logistics Department, Credit note will be issued by Accounts Dept. CBI