

ON DELIVERY

When you receive a delivery from Blå Station it is important to check that the number of packages agrees with the consignment note. Always check to make sure that nothing is damaged. If you sign the consignment note without adding any comments, you will not subsequently be able to claim for any damaged or missing goods. Blå Station is not liable for any complaints relating to transport damage that are reported more than seven days after receipt of the goods.

What do I do when I receive a shipment?

When the goods arrive, always start by examining the packaging. If the packaging has been damaged, or if for any other reason you suspect that there is a risk that the contents are damaged, open the package and examine the goods inside. If possible, photograph the damaged packaging before you open it.

If the packaging and/or the goods inside are damaged, you must record this on the consignment note. If you write anything on the consignment note, photocopy the consignment note before you return it to the driver. Make a note on the photocopy of the name of the driver, the name of the transport company and the registration number of the vehicle that has delivered the goods.

Always check that the number of packages agrees with what is stated in the shipping documentation. Do not automatically assume that the number of packages loaded and the number of those unloaded must be the same. Pallets can be divided during the goods' journey to their destination and packages can disappear.

When you sign the consignment note, make sure that your signature is always on that part of the paper that you hand back to the driver. Also write down the date on which you signed for the consignment.

What do I do if the goods are damaged?

Make a note on the consignment note about any damage to the goods and/or the packaging, and also in cases where anything is missing. Make sure that the driver also signs the consignment note to confirm what you have reported.

Do not return damaged goods without first contacting us. Save the damaged goods and the packaging in which the goods were delivered. If you have a camera, take a photograph to show the damage to the goods. If the packaging is damaged, photo this as well before you open it. When you have done this, contact Blå Station.

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Hidden transport damage

It is possible that goods are damaged even if there is no sign of any damage on the packaging. For this reason it is important that you unpack the goods as soon as possible after you have received them. Blå Station is not liable for any complaints relating to transport damage that are reported more than seven days after receipt of the goods.

