

Delivery errors, managing of damaged packages

We always try to pack the delivered, flawless product with utmost care, which we check for integrity before shipping. However, despite the utmost care, transport damage may occur.

Unfortunately, due to the increased workload of shipping companies, the rate of errors and injuries resulting from shipping has risen in the recent period.

We want to settle shipping errors correctly and quickly for which your help is absolutely necessary.

What to do?

If the package shows a **trace of external damage** (e.g. a torn box), ask the courier to take a damage report when receiving the package and check the contents of the package. If damage is detected, record that the packaging is damaged and the contents are damaged and / or shattered or that you believe is defective. We recommend that you take a photo of the injury.

This is important because in the absence of a report, it is more difficult for you to prove that the product was not damaged by you e.g. you did not accidentally drop it.

If you find that the items on the invoice are not in the package, ask for a report on this as well.

Before signing the receipt, please make sure that the shipment is intact.

If **there is no evidence of external damage on the package**, always check the contents and the integrity of the products in the package immediately after receiving it, preferably in the presence of two witnesses. If any defects or deficiencies are detected, take a photo of the contents of the package and / or damage and record the findings on the delivery note.

Important!

Please let us know immediately and send us a copy of the damage report or delivery note with the error record and photos taken at the following contact:

Ágnes Menotti: +36 29 557 761 e-mail: ame@bibus.hu

If you do not do so, we will not be able to legitimately complain in the right place. Unfortunately, in many cases, damage is indicated long after the goods have been received. Thus, the correct settlement of damages cannot be arranged, nor can the repair or replacement take place within the expected time.

Thank you in advance for your cooperation!

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