



Please note

This is what your shipment should look like when it were not damaged during transport.



Examples of shipments that were damaged during transport.



How to proceed correctly

Transport by	Packaging damaged	Packaging is intact, but Contents damaged	This requires TST SOLAR ELECTRICITY from you
Shipping	Unpack in the presence of the delivery lorry driver and have them certify the damage on the consignment note.	Immediately notify the delivery company in writing and request an inspection. Damage must be reported within 24 hours.	Waybill with confirmation of damage . Without these documents, it is not possible to settle the claim.
Parcel service	Have the delivery agent issue a confirmation or refuse acceptance.	Notify the responsible branch immediately . Request an inspection and a statement of facts. Present the shipment in its original packaging. Damage must be reported within 24 hours .	Confirmation of damage from the branch. Without these documents, it is not possible to settle the claim.

Important abbreviations

Abbreviations	Packaging	Contents (examples)
BU	Bund	Brackets
EW or EWP	Disposable pallet	Modules/inverters/accessories
KP or Pal-Box	Pallet box	Modules
Packages	Cardboard	Accessories

Information sheet on transport damage

What should you do in the event of damage and what documents are required to ensure that the claim is settled quickly?



The sooner you report the damage, the greater the chance that it will be recognised. In the event of transport damage:

- Leave the goods and packaging unchanged and do not use the goods.
- Report the damage to the transport company.
- Contact TST SOLARSTROM and your responsible sales representative.

Delivery by freight forwarder

Always check the delivery of goods for completeness of the packages.

(e.g. 1 disposable pallet "EWP", 3 cardboard boxes "Coll" or "KT", 1 bundle "BU", see reverse side)

In the event of externally visible damage to the goods:

- Clearly note the type and extent of the damage on all copies of the freight document (e.g. 1 cardboard box dented, 1 pallet box defective).
- Even in the case of minor damage, have the driver visibly countersign your note on all copies of the freight document. The driver's name should be legible! We can only settle your claim with a confirmation of damage from the transport company (driver)!
Please note that the note "accepted with reservation" has no legal validity.
- Send your damage report in writing to the transport company immediately.
- Please notify us in writing by email at tst@photovoltaik-shop.com

In the event of concealed damage to the goods:

- Send your damage report in writing to the transport company no later than one day after delivery.
- Please also notify us in writing at the following address: tst@photovoltaik-shop.com

In order to process the claim quickly, please send us the following documents:

- Copy of the delivery receipt
- Copy of your liability claim against the transport company
- Copy of our delivery note or invoice

As soon as we have received these documents, we can begin processing your claim. Please note that, in your own interest, the processing of your claim will be delayed if any documents are missing and legally prescribed deadlines may be exceeded.

Delivery by parcel service

Please notify the following address: tst@photovoltaik-shop.com

Keep the damaged shipment unchanged until it has been inspected by an expert or until we notify you of further use. Claims will be settled in accordance with our General Terms and Conditions.



Please note that all goods must be unpacked and checked immediately upon receipt!