

PROCEDURE FOR RECEIVING GOODS

BEFORE DELIVERY - *You will be contacted by the carrier by telephone to inform you of the day and approximate time when the goods are to be received.*

Important information when receiving products:

1. Check the condition of the pallet externally when unloading the goods, examining the packaging for obvious signs of damage. If it is badly damaged, report it as indicated in *point 3*.
2. Check the condition of the boxes externally, carefully examining whether there are any crushed boxes, inspecting each side and inclination of the goods on the pallet. Check then that there are no obvious breakages. If so, report it as indicated in *point 3*.
3. In the event of any damage, photographs must be taken of the pallets and/or products that are damaged in the boxes as evidence before the goods are removed from the pallet (the pallet must be included in the photo), which you should send to us via e-mail.

Successivamente firmare il documento di trasporto apponendo la dicitura “CON RISERVA DI CONTROLLO” **specificando quale parte risulta compromessa** [le foto dovranno documentare esattamente ciò che viene scritto]. **n.b. è essenziale che sia specificata la causa del danno.**

Examples: “subject to verification for visibly broken tiles”, “subject to verification for broken box”, “subject to verification for damaged pallet”, “subject to verification for damaged packaging”, etc.

This will allow us to open a claim with the insurer or carrier only if the email claim regarding the damage is sent to the contact salesperson and to customercare@onetile.it **no later than 7 days from the receipt of goods.** (*in accordance with Article 1698 of the Civil Code*)

REIMBURSEMENT - Once the claim has been accepted, Onetile reserves the right to only reimburse for the value of the damaged goods. For any replacement goods, shipping costs are to be borne by the customer.

By using third-party services for transport and insurance, processing times can take up to 60 days.