

Incoming Inspection of Schmidlin products



IMPORTANT

As a minimum, an external inspection of the packaging must be carried out upon delivery of the goods. Any damage to the packaging/pallet must be photographed immediately (evidence) and noted on the POD (Proof of Delivery). If it is not possible to inspect the goods immediately, any damage to the packaging must be documented on the POD including a note that further inspection is required to determine the condition of the goods. Acceptance may only be made with reservations. Please do not sign a POD without the above-mentioned information if damage to the packaging/pallet is evident. If the products have been damaged during transportation, no compensation can be claimed from the carrier if a POD has been signed without the corresponding notes.



POD explanation

A Proof of Delivery is a document that serves as written evidence of the proper delivery of a shipment. The carrier issues the document, which must be acknowledged by the recipient to confirm the correct delivery of goods. Damage, incompleteness, or non-delivery can thus be recorded or excluded with legal certainty. A copy of the POD must be provided upon request in the event of a damage claim.



Inspection and Reporting

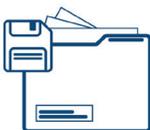
Please ensure that a detailed incoming inspection is carried out thoroughly and promptly.

- Report any deviations or non-conformities found during the inspection on the Schmidlin USA Complaint form.
- Product damage(s), or missing products must be reported within 5 business days of the product delivery date. Damage(s) reported beyond the «Inspection Period» outlined in the Schmidlin USA General Terms and Conditions of Sale and Delivery, is no longer valid.



Take at least 5 photos of each claim to substantiate the results of the inspection. Take photos of the product itself (damage), as well as the packaging.

The Schmidlin USA Complaint form can be downloaded at:
<https://www.schmidlinusa.com/us/downloads-us/documents>



Documentation

Maintain copies of your inspection reports (or the Complaint form) for future reference. Attach any supporting documents, such as photographs to your documentation.



Acceptance Criteria

The products received must meet the product characteristics (color, size, etc.) specified in the order. Any deviations or non-conformities should be within the acceptable tolerance limits, as defined by the company's quality standards.

Further information regarding defective or damaged products can be found in the Schmidlin USA Limited Consumer Warranty. Refer to the Schmidlin USA Cancellation and Return Policy for information on cancellation and returns.