



If the content is damaged, the Buyer must do the following:

- The Buyer together with the driver makes a damage report in the waybill or CMR.
- The Buyer signs and stamps the report and gives a copy of the report to the driver.
- It is better to take photos of the damage.
- The driver hands over the report to the delivery company.
- The Buyer sends a claim with the signed waybill or CMR to the Salesman. The waybill or CMR must also include a signature of the driver!
- Then Micos Telcom uses the document to make a damage claim at the delivery company which was in charge of the delivery.
- The delivery company solves the claim according to its internal rules.

If the content is damaged, the Buyer must always keep the packaging material as it was delivered. If the packaging material is not available, it is difficult to get a positive claim assessment.

In these cases, the Buyer must contact the Head of Dispatch Department Mr. Roman Švancara (+420 604 222 772, [roman.svancara@micostelcom.cz](mailto:roman.svancara@micostelcom.cz)) or the salesman in Micos Telcom who executed his / her order.