

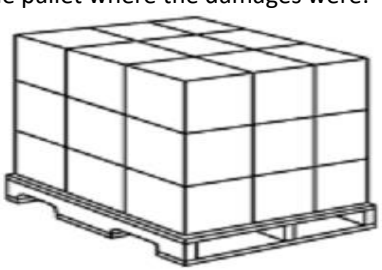
# Damage Report



Cape Town Tel no: (021) 551-7668  
 Joburg Tel no: (011) 974-6428  
 Durban Tel no: (031) 940-1100  
 Port Elizabeth: (071) 443-6642

## PROCEDURE FOR DAMAGES

1. Phone the relevant LMC Express (Pty) Ltd Planner at the LMC depot nearest to you to report the damages whilst the delivery vehicle is still on site. **Claims reported after 12 hours from incident will not be considered.**
2. Attach a clear photograph of the damage product to the damage report, as it is on the pallet. Please take from multiple angles. **The damage must be clearly visible from the outside of the pallet; damages not visible from the outside of the pallet is not due to LMC Express (Pty) Ltd negligence and therefore LMC Express (Pty) Ltd is not liable.**
3. Complete the damage report and email it to [customercare@lmcexpress.co.za](mailto:customercare@lmcexpress.co.za) within 12 hours of the damage being reported. Damages simply handed to the LMC Express (Pty) Ltd driver will not be considered.
4. No claim for damages will be considered by LMC Express (Pty) Ltd if the consignor (dispatching client) does not comply with the LMC Express (Pty) Ltd pallet specifications. No claim for damages will be considered by LMC Express (Pty) Ltd if the consignee (receiving client) does not comply with the damages procedure as stated in this document.
5. If the damages are rejected by the consignee and returned to the nearest LMC Express (Pty) Ltd depot, a product return report must be completed in addition to this report. If the damage product is kept by the consignee, it must be kept for inspection by the assessor. A claim will not be considered without inspection.
6. No claim for damages will be considered by LMC Express (Pty) Ltd if the damage occurred because of the consignee requiring an LMC Express (Pty) Ltd employee to de-palletize, unpack, repack or reload any product.
7. Provided the prescribed claim procedure has been followed, the client has two (2) weeks (14 days), including weekends from incident to submit a claim with all the correct documentation.
8. The onus is on the receiver to notify the debtor (CLIENT) of any damages reported. There is no timeline on when LMC Express (Pty) Ltd will notify the CLIENT regarding the issue reported.

DATE	TIME	ROUTE	WAYBILL/POD	
Consignor company name (dispatching client)				
Consignee company name (receiving client)				
Estimated value of damages in Rands				
Image(s) attached of the damaged stock as it is on the pallet * Refer to point 2 in the above procedure		Yes	No	
Mark X on the pallet where the damages were:  		What was damaged (product name and quantity)		
		How was it damaged, in your opinion? (detailed description below)		
Who is responsible for the damages (in your opinion)		LMC Express (Pty) Ltd	Consignor (dispatching)	Consignee (receiving)
Name of Hyster Driver who caused the damages (if applicable)				

## PLEASE INDICATE YES OR NO TO THE FOLLOWING (All as per LMC Express (Pty) Ltd pallet specifications)

Overhang on pallet	Yes	No
Packaging was strong/durable enough to support/carry the weight of the product as stacked on top of each other	Yes	No
Pallet was in good condition	Yes	No
Pallet was correctly shrink-wrapped	Yes	No

## INFORMATION REQUIRED

Contact name (full name of the person completing the report)	
Contact telephone/cell phone number	
Capacity (designation of the person completing the report)	
Signature of the person completing the report	
Reported to (LMC Express (Pty) Ltd Planner to whom the issue was reported)	
LMC Express (Pty) Ltd driver (full name)	
Signature of LMC Express (Pty) Ltd driver	