

PALAIS DES THÉS



PARIS

FREIGHT CLAIM

Déguster le meilleur du thé

Savour the best of tea



A common goal

By following these steps, you maximize our chances of receiving compensation for packages damaged in transit.

You Also help us improve our order preparation process and our supplier management.

The more meticulous you are when making reservations to carriers and the more information you provide us, the easier it will be to handle complaints and you will help us improve the quality of our services.



Some rules to know

The law requires us to transmit our reservations within 48 hours of delivery.

The delivery people do not have time to stay during the entire procedure. We recommend that you do step 1 in their presence. The rest can be done without them.



They will be done in 2 stages.

The 1st in the presence of the delivery person.

You will have to indicate quickly, precisely and simply the kind of damage observed and the quantities impacted. All this must appear on the consignment not given to you by the delivery person.

It is on this document that you must always sign that you will make your reservations.

Once done, you will give a copy to the delivery person who can then resume his delivery round.

The second without the delivery person.

You will check the contents of the damaged packages in detail and make sure that nothing is missing.



Step 1 : Preliminary observation

In the presence of the delivery person.

Take a moment to examine the exterior of the pallet upon arrival.

If you notice any signs of apparent damage, take a few pictures before opening the packages.

Establish the transport reservation on the consignment note given to you by the delivery person.
He must leave with 1 copy mentioning the dispute.

Tips :

Ours pallets are always surrounded by transparent film and white and green « Palais des thés » tape. If this is not what you see, there may be a problem. Formulas such as « subject to... »

Have no legal value. Be precise.



Step 2 : Checking the packages

Without the delivery person.

Once the pallet is opened, each package must be inspected.

If you see damaged or broken boxes, look inside to see if anything is broken or damaged inside.

Take pictures of anything that is broken and/or can no longer be sold.

You show the pictures, the number of the packages concerned and of course the damaged and/or missing quantities to the sales administration department.



Immediate Notification

As soon as an incident is noted, and after having written the reservation on the consignment note, report the problem to our Sales administration department.

You will then forward to them the pictures and specific remarks that you have noted.

To be admissible, the reservation and the specific informations on the dispute in progress must Be submitted within 2 days of delivery to the carrier.

It is the sales administration department that carries out this procedure. But, it will not be able to do so without your elements beforehand.

Send them the elements as soon as possible so that the team has time to send the file on time to the carrier.



The sales Administration department is at your disposal for any questions and will take care of your elements

You can contact them at the following address :
equipe.adv@palaisdesthes.com

Thank you for your support and your help.



Examples

In the step 1, in the presence of the delivery person:

Here is an example of what not to do :

Here is what could have been indicated:

2 torn boxes + 1 crushed package

It remains simple but we immediately understand
What is happening.



How many packages are concerned?

“Damaged » : the term is not explicit...



Damage / Missing items

ACCEPTABLE RESERVATIONS :

Written clearly and precisely on the delivery note.

Characterized (e.g number of missing items etc...)

complete (a note such as «damaged packaging» is not a valid reservation)

INACCEPTABLE RESERVATIONS :

"Damaged package » without further details.

« Subject to unpacking », « subject to all reservations », « subject to reservations »

« traces of spoliation », « missing items » ...

«subject to proper functioning» ...