

COMPLAINT FORM

KERA GROUP LTD, 28/29 THE BROADWAY NO:1 EALING BROADWAY
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DETAILS OF THE PERSON OR ENTITY SUBMITTING THE COMPLAINT

Name and surname of the person submitting the complaint:		Name and surname of the contact person on the claimant's side:	
Address of the person filing the complaint:		Position:	
VAT number	Name of the bank:	Adres e-mail:	
account numer	Phone:	Phone mobile:	

IDENTIFICATION DATA OF THE ADVERTISED SERVICE

CLAIM AMOUNT (NETT)

Type and number of transport document/shipment numer	Value in PLN:
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TYPE OF SERVICE (mark with a cross)	COMPLAINT TITLE (mark with a cross)	ADDITIONAL INFORMATION
domestic road transport	loss of shipment	the complainant will benefit from insurance CARGO:
international road transport	loss in shipment	
sea transport	inventory shortages	
air transport	damage to shipment	gross weight of the damaged or missing goods for international services
logistics services	late delivery of the shipment	
other (what? - describe in comment)	other (what? - describe in comment)	

COMMENT / DESCRIPTION OF COMPLAINT:

Scope and subject of the complaint (description of the extent of damage/shortcomings; type of goods):
Justification of the complaint (circumstances of occurrence and determination of damage):

DOCUMENTS REQUIRED FOR LODGING A COMPLAINT (mark the document attached to the complaint with a cross)

- original transport document or a copy certified as true to the original (Shipment Certificate, National Waybill, CMR)
- documents confirming the amount of the claim – original or a copy of the VAT invoice certified as true to the original, cost calculation or other documents confirming the losses incurred, a corrective invoice issued by the Sender to the Recipient to reduce the burden by the amount that is the subject of the complaint
- a damage report prepared containing a description of any shortages or damages and bearing the legible signature of the driver/carrier and the person filing the complaint (in the event of damage to the external packaging)
- other documentation confirming the occurrence and scope of the damage, including photographs with the date and time they were taken
- in the event of a complaint being submitted by an entity other than the Service Ordering Party, a written authorization signed by the Service Ordering Party

DATE OF REPORTING	SIGNATURE OF THE PERSON SUBMITTING THE COMPLAINT	STAMP OF THE PERSON SUBMITTING THE COMPLAINT

IMPORTANT:

- drawing up a damage report signed by the representative of the Driver/Carrier and the Customer is the basis for considering the complaint, but does not mean that a complaint has been filed