

PALAIS DES THÉS



PARIS

TRANSPORT CLAIM

Déguster le meilleur du thé

Savour the best of tea



A common goal

Objectives of this transport claim procedure

- 1 You enable Palais des Thés to **maximize its chances of receiving compensation** for packages damaged during transport.
- 2 You also help us improve our order preparation process and our management of suppliers and carriers.
- 3 The more meticulous you are when issuing reserves to carriers, the more information will be reported, the more this will facilitate the claims processing process, and finally, you will help us improve the quality of our services.



A FEW RULES TO KNOW

French legislation requires us to submit our claims to carriers **within 48 hours of delivery**

Delivery drivers do not have time to stay throughout the procedure. So, the transport claim will be made in 2 steps.

We advise you to do step 1 in their presence. The rest can be done without them.

Whether or not there is a delivery incident, your signature on the PDA or a delivery slip is mandatory, whatever the delivery driver says.



TRANSPORT CLAIMS STEP 1: PRELIMINARY OBSERVATION - 1/2

STEP N°1: In the presence of the delivery driver.



You must quickly, precisely and simply indicate the type of damage observed and the quantities impacted.

The procedure is now carried out on the delivery driver's PDA.

This information must appear there.

Examples*:

- 3 out of 10 packages delivered torn. Tea is flowing out.
- 5 boxes open with cut tape. Suspicion of theft.
- 12 crushed boxes. Contents unfit for sale.



TRANSPORT CLAIMS STEP 1: PRELIMINARY OBSERVATION - 2/2

In the presence of the driver

- Take a moment to examine the outside of the pallet upon arrival.
- If you notice signs of apparent damage, take a few photos before opening the packages.



Establish the transport reserve on the PDA that the delivery driver will hand you.



Formulas like "subject to..." have no legal value. Be precise.



TRANSPORT RESERVES STEP 1: MAKING THE RESERVE ON THE PDA - 1/2

The delivery driver initiates the procedure on his PDA.

- He will flash the damaged package
- Indicate the reason for the damage
- Take a photo of the packaging and/or the pallet

He will repeat the operation for all concerned packages.

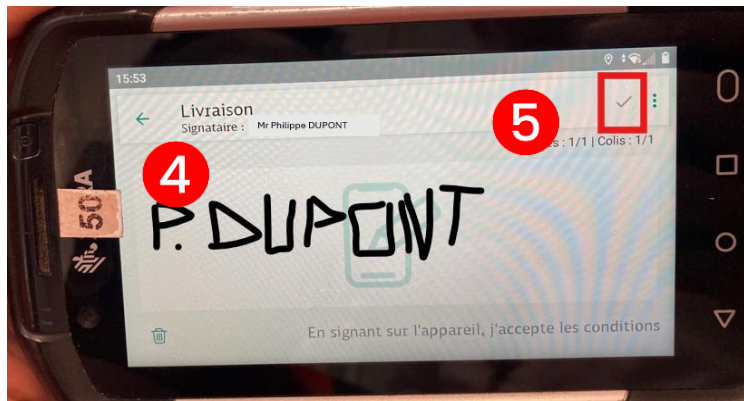
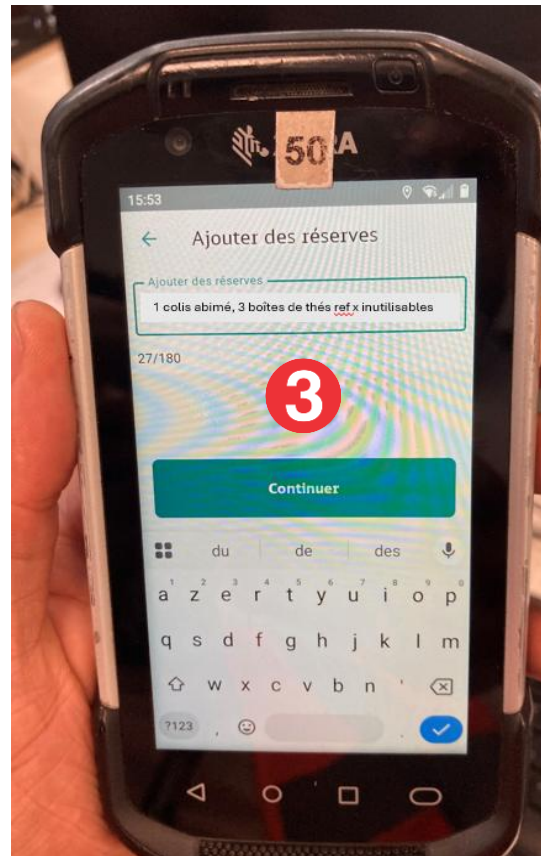
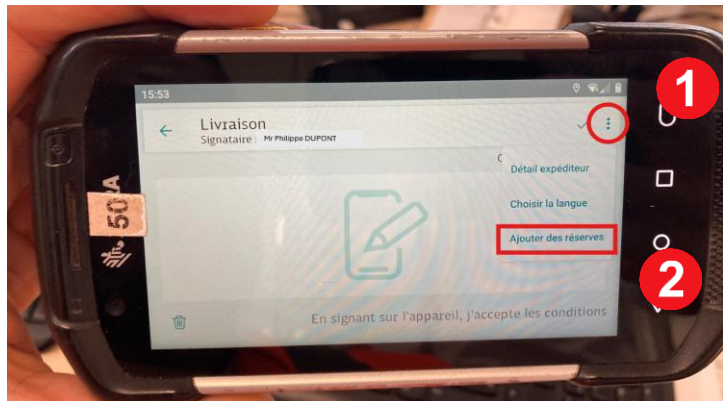


Once done, he will hand you the PDA so you can make your reserve.

If the delivery driver refuses to do so or indicates that what he has done is sufficient (taking photos, etc.) and that you don't need to do more: **DO NOT SIGN THE PDA** and subsequently mention the incident in the Hubspot ticket you open.



TRANSPORT RESERVES STEP 1: MAKING THE RESERVE ON THE PDA - 2/2





STEP N°2: Without the delivery driver



You will check, in detail, the contents of the damaged packages and,
you will ensure that nothing is missing.



Without the delivery driver

- Once the pallet is opened, each package must be inspected.
- If you see damaged or broken boxes, look inside to see if a product is broken or damaged.
- Take photos of everything that is broken and/or cannot be put up for sale. Always start with an overview of the pallet and/or package and zoom in progressively (3 photos are sufficient - see appendix).
- You will transmit the time stamped photos, concerned package numbers and of course the damaged and/or missing quantities to the ADV department.



Immediate Notification

As soon as an incident is observed, and after having registered the reserve on the PDA, report the problem to the ADV team via Hubspot.

You will then forward them the photos and precise remarks you have observed. We will need:

- Order number
- Reference of concerned items
- Quantity

To be admissible, the claim and precise information on the ongoing dispute must be submitted within 2 days following the carrier's delivery.

The ADV team will open the dispute with the carrier. But they will not be able to do so without your elements beforehand.

Within this 2-day period, transmit all information as soon as possible so that the team has time to transmit the file 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.



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...



NOT ALL RESERVES ARE ADMISSIBLE

- **ADMISSIBLE RESERVES:**

- Clearly and precisely written on the delivery note
- Characterized (e.g., number of missing items...)
- Complete (a mention such as "damaged packaging" is not a valid reserve)

- **INADMISSIBLE RESERVES:**

- "Damaged package", "wet package" => without further precision
- "subject to unpacking", "under all reserves", "under reserves"...
- "traces of spoliation", "missing items"...
- "subject to proper functioning"...



HOW TO TAKE YOUR PICTURES?

1. Make sure your photos are time stamped -> Often in the file name (e.g., PXL_20250806_092016578.jpg)
2. Take a general photo
3. Take a photo of the concerned package (if possible with a label allowing to identify the order / carton)
4. Take a photo of the package content after opening

2



3



4

