

Instructions for receiving Metalcenter Group shipments

Dear customer,

We have put together a checklist for you to help you receive Metalcenter Group shipments. We hope you will take these instructions into account when receiving our shipments.

The guidelines are based on the Road Transport Contracts Act (Tiekuljetussopimuslaki) and also affect the liability for compensation in the event of claims, for example if the material is wet or otherwise damaged during transport.

Instructions for receiving shipments

1. Carry out an acceptance check for the shipment in the car or after unloading, always in the presence of the driver, **and ask the driver to make any reservations and check that it is made, before you sign the shipment as accepted.**
2. If you suspect that shipment may be damaged, you should always make a reservation and take pictures of the damage.
3. Ask the driver to show on paper or on a mobile device that a reservation has been made.
4. In case of damage, always store the shipment indoors to avoid further damage.
5. Ask the driver to make a reservation, even if it has already been made at the terminal. The shipment may have suffered further damage along the way.
6. Report visible damage to Metalcenter Group immediately and hidden damage within five (5) calendar days. Notify your Metalcenter Group contact person or mail@metalcentergroup.fi
7. Please also unload the damaged material into your warehouse.
8. It is forbidden to use open cargo bed in Metalcenter Group shipments. Please inform your Metalcenter Group contact person if you find that your order is being delivered by truck with an open cargo bed. This will ensure that your order will be delivered dry in the future.

If you have any questions about how to receive shipments, please contact your sales representative or send an email to mail@metalcentergroup.fi

More information

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