

## How to take photos of damaged shipments

---

Keep in mind that a notification of damage must in case of visible damages made by the acknowledgment to driver's handheld device the or on the waybill. If the notification of damage is not made, it must be notified to PostNord within 6 hours from the delivery.

The damaged goods must always be kept in the condition they were received, both the product and the associated outer and inner packaging.

The damaged goods must not be returned, repaired or discarded before the complaint investigation is completed.

To determine the cause of the damage, photographs are needed according to the instructions below.

### Instruction for photography:

1. The address card in close-up (the entire address card should be visible and readable).
2. The shipment as a whole. Take three photos from outside of the parcel: the shipment in its entirety, short side and long side of the box.
3. If the product is packed in a box, it must be opened and photographed from above. The picture must be taken remotely so that you can see all the interior packaging material.
4. Remove parts of the inner packaging material, take another picture where the product's placement in the box is visible.
5. Photograph the box inside without any contents with the box all inside well visible.
6. The damaged product in its entirety.
7. Picture showing where the product is damaged.
8. Close up of the damage

**OBS! Send your photos as attachments. Photos should not be pasted into the email text field.**

Examples of how the shipment should be photographed:



It is possible to read in the picture tracking ID and other shipping information.



The picture shows how the package looks as whole.



The picture shows all three outer sides (the parcel is the other way around than in the picture above). So it is easy to review the outer damages.



The picture shows how the interior packaging material looks.



The inner packaging materials are shown in the picture.



The picture shows how all the inner surfaces of the box look. The purpose of this is to identify if there are possible damages to the inside of the box.



The picture allows to review product packaging and any damage to it.



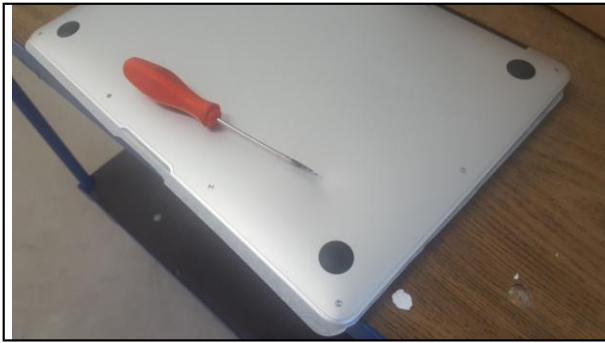
The picture shows of how the product is placed in the product packaging.



Picture of the actual product.



The picture shows damage to the product. Because the damage is difficult to see from the image, the screwdriver is placed in the image to indicate damage.



A close-up of the damage.