

Delivery Damage Report

A delivery damage and shortage report: carrier, consignment and delivery note, how the POD was signed, each damaged or missing item with photos and value, packaging, notice to the carrier and the claim.

1. Delivery

Project

Client

Site *

Site address

Delivery date *

Time

Received by *

Carrier *

Consignment or delivery note number

Supplier

How the delivery note was signed (choose one)

☐ Noted as damaged or short ☐ Signed "unchecked" ☐ Signed clean

If applicable: For international road carriage, the CMR convention treats taking delivery without noting apparent loss or damage as prima facie evidence that the goods arrived as described. Where you can, note visible damage or shortage on the delivery note before signing.

2. Items

Damaged or missing items (copy this block for each one)

Item and product code *

Quantity affected

Issue (choose one)

☐ Damaged ☐ Missing ☐ Wrong item

Value (£)

Photos (item, packaging and labels) (photos: attach, or note the file names)

Total value affected (£) (worked out automatically in the app)

Outer packaging (choose one)

☐ Damaged ☐ Intact (concealed damage) ☐ Not applicable

Goods and packaging kept for inspection?

☐ Yes ☐ No

3. Notice and claim

Date the carrier was told in writing

Days from delivery to notice (if applicable; worked out automatically in the app)

If applicable: The notice date is before the delivery date. Check both dates.

Time limits depend on the contract of carriage. Under the CMR convention (international road carriage), apparent loss or damage is noted at delivery, and damage that is not apparent is reported in writing within 7 days, Sundays and public holidays excepted. Check the carrier's own terms and give written notice straight away.

Date the supplier was told

Claim reference

Outcome (choose one)

☐ Open ☐ Credited ☐ Replaced ☐ Rejected

Completed by *

Signature

