

# GOODS INSPECTION



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Dream Team Car, Outback Import, N4 Offroad sont des marques et société appartenant au Groupe Dream Team.



Upon receipt of the goods, it is essential to strictly follow the instructions below:

**No claim will be accepted** if the package is signed for without specific reservations or with vague remarks. By accepting the package under these conditions, you confirm that the goods are in good condition, **and we will not be able to offer any exchange or refund.**

If reservations are made, it is mandatory to send us a copy or photo of the delivery slip along with your claim on the same day of delivery, by email to:

**sav@dreamteamcar.com**

If reservations are not reported on the same day, no claim will be accepted.

## Package Inspection Process



- Check that the number of delivered package matches exactly what is indicated on the driver's delivery note.
- Open the package in the presence of the driver.
- If the driver refuses to wait until the unpacking is complete, write in full: "REFUSAL TO VERIFY BY DRIVER" and have the driver sign.

## Inspection of the Condition of the Items



- Check both the exterior and interior condition of the items.
- If one or more parts are missing and/or damaged, make specific reservations on the carrier's document.
- If the product is severely damaged, refuse the goods by providing a detailed description of the damage on the delivery note and take a copy/photo.

## Reserves to mention



On the shipping document, you **MUST** include the following information:

- The item reference (visible on the order, delivery note, invoice, or packaging).
- The item description (e.g., Odyssey L roof tent James Baroud, Hilux N4-Offroad bumper).
- Noted damages: If the packaging is torn, dented, or wet, note it on the shipping document and describe the condition of the goods inside (e.g., signs of installation, opened and torn cardboard, damaged, scratched, or bent bumper).
- **Important note: The mention "subject to unpacking/inspection" has no legal value.**