



Daellikon/Zurich, September 2019

## Check List for Distributors: Transport handling Rex-Royal coffee machines

Valued Partner,

Please follow the instructions upon receipt of the goods, if it is reasonable to assure a damage of the goods.

### 1) Visible external damage on Rex-Royal packing

Is any external damage on the package or the TiltWatch indicator button outside the packing has turned to „red“?

If this is the case please note and follow the steps listed below:

- Take a picture of the packing (TiltWatch / sticker with serial number should be visible)
- Record the damages on the machine in images
- Make a caveat on the CMR (transport document) of the forwarding agent.
- Go ahead on point 3 or 4 of the check list.

### 2) No external damages on Rex-Royal packing:

No visible external damage when receipt the goods. If just after opening the damage has been discovered and TiltWatch button has not turned to “red”.

If this is the case please note and follow the steps listed below:

- Take pictures of the packing
- Record the damages on the machine in images
- Hold the forwarding agent responsible for the damage. Has to be done written.
- Go ahead on point 3 or 4 of the check list.



### 3) «ex works delivery» - Rex-Royal Ltd. does not cover transport insurance

For «ex works» delivery the risk of damage or loss passes to the consignee/receiver from moment of pick-up. Have you concluded a transport insurance as the goods have been delivered with incoterm «ex works»?

If this is the case please note and follow the steps listed below:

- Make an insurance claim immediately
- Rex-Royal Ltd. cannot accept any responsibility or liability in the event of any damages

Remarks: Transport agents shall only have a limited liability. It is in the responsibility of the consignee/recipient of the goods, when they are delivered «ex works», to conclude a transport insurance.

### 4) «Delivered at Place or Delivered Duty Paid» - Rex-Royal Ltd. has covered the transport insurance

If a delivery is listed under «Delivered at Place or Delivered Duty Paid (DAP or DDP)» Rex-Royal has insured the transport.

If this is the case please note and follow the steps listed below:

- Record the damages on the machine in images and report to [info@rex-royal.ch](mailto:info@rex-royal.ch).
- Rex-Royal Ltd. will immediately claim the damage against the insurer.
- Keep packing and damaged machine for any inspection by surveyor. Do not modify anything on packing or product.
- Rex-Royal Ltd. will immediately inform the consignee/recipient, how the further treatment of the damage is regulated in terms of transport insurance.

### 5) EU customs clearance / DDP delivery

For tax-free, intra-community deliveries the regulations between Switzerland and European Union requires, that those transports have to be listed under incoterm DDP. As Rex-Royal Ltd. has to cover the transport insurance, those costs will be directly included to the corresponding commercial invoice (the general Terms are agreed 'ex works').



## 6) Incoterms (International Commercial Terms)

Upon request we can forward you the actual Incoterms. In those international commercial terms, the different regulations for deliveries of goods are listed and regulated (EXW, FOB, DDP etc.). Please note that for 2020 the incoterms will change. We will inform you accordingly.

We are at your disposal for any questions you may have.

Best Regards  
Mona Petersen