



presenting

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CREATIVE TILES

Date of Submission \_\_\_\_\_

## SHIPMENT FORM



### IMPORTANT NOTICE - PLEASE READ BELOW

1 - Condition of goods must be verified upon arrival. If the deliverer does not wait for the inspection of goods, this should also be clearly written in the delivery note as **“Under Reserve – not verified. Driver did not wait for verification”**.  
**This note on the delivery document is critical, without this procedure the insurance company will not pay for the damaged goods.**

2 - **Changes in delivery address are only allowed until the balance payment is done.** In exceptional cases we may allow changes to the address after goods have been shipped which will imply a surcharge of 25€ that will be charged to the client. In case of change a new form with new information must be submitted by e-mail to your Account Manager again, otherwise the changes will not be considered.

3 - Any claim must be submitted with photographic evidence of the damages by email to **claudia@mambofactory.pt**, within 24h after goods have been received. To go forward with a claim, ask your account manager for the **Shipping Claims Procedure**. The package of goods must also be kept for claim purposes.

E-mail Title: **CLAIM project number F01**\_\_\_\_\_ (9 digits). The project number can be found on the top left side of your PI document.

4 - We advise you to check our Selling Terms and Conditions for more information regarding transport policies. Any order implies the acceptance of Mambo Factory’s Terms and Conditions.

Invoice Name \_\_\_\_\_

Proforma Number F01.... \_\_\_\_\_

Full Delivery Address \_\_\_\_\_

Postal Code \_\_\_\_\_ City \_\_\_\_\_

Person in Charge for Receiving Goods \_\_\_\_\_ Phone Number \_\_\_\_\_

E-mail Person in Charge \_\_\_\_\_

USA Customs Broker (this field is mandatory for USA shipments) \_\_\_\_\_

Type of packaging required for: Land  Sea Freight  Air Freight

Certificate of Origin Required  YES  NO Final Invoice Certified by Chamber Commerce  YES  NO

### Delivery Instructions at End Customer Address:

Transport will be exclusively door to door, goods will be delivered at **STREET LEVEL IN FRONT OF BUILDING** only. Unpacking and assembly of goods is a full responsibility of the client and Mambo Factory Lda will not be liable for any damages that might occur during unpacking or assembly of goods.

Delivery Address of End Customer \_\_\_\_\_

Postal Code \_\_\_\_\_ City \_\_\_\_\_

Person in charge for Receiving Goods \_\_\_\_\_ Phone Number \_\_\_\_\_

Transport document without prices necessary? \* YES  NO  \*Only valid for deliveries within EU