

## **Terms of Shipment Inspection service**

**Shipment inspection** is a service that enables the Recipient to check the contents of the shipment on a specially designated table in the branch, or at the address, under the following conditions:

A Nova Poshta employee gives the shipment to the Recipient for inspection to check its contents with the packaging already opened.

For convenience, the inspection of the shipment in the branch is carried out in places marked with the Shipment Inspection signs, which are equipped with a table and a 220-volt power outlet.

A Nova Poshta employee stays near the Recipient during the shipment inspection to provide timely assistance and explain the conditions of the inspection.

If the Recipient is satisfied with the quality of the contents contained in the shipment after inspection, the Recipient accepts the shipment.

If the Recipient refuses to receive the shipment after inspection, the Nova Poshta employee will repackage the inspected shipment.

If the inspection reveals that the contents of the shipment are missing or damaged, or the shipment was damaged during the inspection, the Nova Poshta employee helps the Recipient to draw up a Handover and Acceptance Certificate to record the discrepancies in the quality and/or quantity of the shipment's content and make a Claim.

The duration of a shipment inspection should not exceed 5 minutes per shipment.

## **Peculiarities of inspection for some types of shipments**

Goods in packaging that has a specific opening method (blister packs, heat shrink wrap, laminated film packaging, metal or paper seals, threaded stitching, perforations) can be checked only to ensure the integrity of the factory packaging, without unpacking.

### **When inspecting shipments, it is forbidden to:**

- Inspect the contents of a shipment without the supervision of a Nova Poshta employee.

- Check the serviceability of a shipment's contents on the items brought in by the Recipient.
- Disassemble items in a shipment (an exception for goods that require the use of a SIM card or / and a power cell).
- Connect, copy, and read information from media contained in the shipment.
- Tear off factory or information stickers and adverts from the packaging and items in a shipment (an exception for stickers placed on the packaging of computing, electronic and optical products in places where the packaging is opened).
- Use consumables included in the shipment (for example, spray perfume or test cosmetics).
- Connect third-party devices, media or mechanisms that are not part of the shipment (an exception for SIM cards, headphones, and power cells).
- Pour fuel, lubricants or other liquids into shipped items that involve their use.
- Set passwords for electrical appliances that provide this feature (phones, tablets, computers, or laptops).
- Perform an inspection of a shipment outside the branch that it arrived to (for shipments addressed to branches).

### **Recommendations on facilitating the procedure for receiving compensation**

- Inspect the shipment in the presence of a Nova Poshta employee.
- Follow the recommendations of the Nova Poshta employee when inspecting the shipment.
- If you have any complaints about the condition and / or contents of the shipment, compile the Handover and Acceptance Certificate and the Claim.
- When registering a shipment, ensure it is well packaged. Consult a Nova Poshta employee for any packaging issues (expedience of use, selection of the type of packaging for a certain type of shipment, etc.).
- Indicate the actual value of the shipment when drawing up an express consignment note.

### **Reasons for denial of compensation**

- Drawing up of the Handover and Acceptance Certificate not at the time of the shipment's receipt.
- Drawing up the Handover and Acceptance Certificate not in the presence of a Nova Poshta employee.
- Absence of information about damage / deformation / integrity / lack of contents in the shipment in the Handover and Acceptance Certificate.
- Filing a Claim without drawing up a Handover and Acceptance Certificate. If the claim is for non-economic damages.
- Other reasons.

**Remember** that Nova Poshta carries the entire range of necessary packaging to ensure safe transportation of each shipment.

In the event of non-compliance with the terms of service, the shipment is not subject to return and damages are not compensated.

For more details, please refer to the [Terms of Service](#)