

Terms of service " Shipment review"

"Shipment review" is a service that enables the Recipient to inspect the shipment at the branch, at special designated place or upon door-to-door delivery under the following conditions:

NOVA Post employee opens shipping packaging and hands over the shipment to the Recipient for inspection to check its contents.

The inspection of the shipment at the branch is carried out at places marked with signs "Shipment Review", which are equipped with a table and a 220W outlet.

NOVA Post employee stands next to the Recipient during the inspection of the shipment for provision of timely assistance and clarification of inspection conditions.

If the Recipient is satisfied with the quality of the contents of the shipment, The recipient accepts the shipment after inspection.

If the Recipient refuses to receive the shipment the NOVA Post employee packs the inspected shipment.

If it is found that the contents of the shipment are missing or damaged or the shipment was damaged during inspection, a NOVA Post employee assists the Recipient to create the Act of acceptance and transfer as confirmation of the fact of discrepancies in quality and/or quantity of the received shipment to confirm the Claim.

The maximum time for inspection of shipments should not exceed 5 minutes per shipment.

Additional details of the review of some types of shipments

Goods with specific opening methods such as: blister packaging, shrink film, laminated polyethylene packaging, metal or paper seals, stitching with threads, perforation are allowed to inspect only for the integrity of the factory packaging without unpacking.

When inspecting shipments, it is prohibited to:

- Inspect the contents of the shipment without the supervision of an employee of NOVA Post.
- Check the shipment performance using any other things.
- Disassemble shipments (excepting: goods requiring the use of a SIM card or battery unit).
- Connect, copy, read information from media contained in the shipment.
- Tear off from packaging of shipment factory advertising and information stickers (excepting: stickers placed on computer, electronic and optical packaging products in the places where the packaging is to be opened).
- Use the consumables, for example, spray perfumery or test cosmetics.
- Connect third-party devices such as memory sticks or mechanisms that are not a part of the shipment (excepting: SIM cards, headphones, batteries).
- Pour fuel and lubricants or other liquids.
- Set passwords on electrical devices that provide such a function (telephones, tablets, computers, laptops, etc.).
- Carry out an inspection of the shipment outside the branch (for shipments addressed to branches).

Recommendations on facilitating the procedure for obtaining compensation

- Inspect the shipment together with NOVA Post employee only.
- Follow the recommendations of the NOVA Post employee while inspecting the shipment.
- Prepare the Act of acceptance and transfer and Claim if there are complaints about the condition/contents of the shipment.
- When processing the shipment, ensure its reliable packaging. On all packaging issues (expediency of use, selection of the type of packaging for a certain type of shipment etc.), contact a NOVA Post employee.

- Indicate the actual and most accurate cost of the shipment while issuing an express waybill.

Reasons for possible refusal of compensation

- Issuance of the Act of acceptance was not at the time of receipt of the shipment.
- Issuance of the Act of acceptance was not in the presence of a NOVA Post employee.
- Absence of the information about damage / deformation / integrity / lack of shipment contents in the Act of acceptance.
- Filing a Claim without preparing an Act of acceptance and transfer. If this is a request for compensation for moral damage.
- Other reasons.

Remember that the NOVA Post packaging range ensures safe handling and transportation of all types of shipments.

In case of non-compliance with the rules of service provision, the shipment is not subject to return and no losses are compensated.

For more detailed information, please refer to [Terms and Conditions](#)