

## Procedure for Filing a Claim for Damaged Goods During Delivery (B2B Clients).

1. **Initial Information** If you find that goods were damaged or missing during delivery, please follow the steps below immediately to ensure a quick and smooth resolution of your claim.
2. **Filing a Claim** You must report the damage within 3 business days of receiving the shipment. Your claim should include the following information:
  - Order/invoice number
  - Delivery date
  - Description of the damage/missing items
  - Quantity of damaged goods/missing items
  - Photos of the damaged goods and packaging showing the damage or lack of items
  - Signed delivery receipt with a note about the damage
  - Suggested solution (e.g., replacement, refund)
3. **How to Submit a Claim** Please submit your claim in writing via email to: sales@aztec-international.eu.
4. **Acknowledgment of Claim** We will confirm receipt of your claim within 2 days. If additional information or documentation is needed, we will contact you promptly.
5. **Claim Verification** Once we have all the necessary information, we will review your claim, which may take up to 7 business days. We may ask for more information or photos during this process.
6. **Claim Resolution** If your claim is approved, we will offer one of the following solutions:
  - Replacement of the damaged goods with your next delivery.
  - Refund if a replacement is not possible.
7. **Returning the Damaged Goods** If the claim requires returning the damaged goods, we will provide instructions and the return address. We will cover the return shipping costs.
8. **Claim Fulfillment** After your claim is approved, we will implement the agreed solution within 14 business days from the date of approval.
9. **Contact for Claims** If you have any questions or concerns about the claim process, please contact our customer service via email: sales@aztec-international.eu.
10. **Final Provisions** Incomplete claims or claims submitted after the deadline may be rejected. This claim procedure does not limit or exclude any rights you may have under applicable law.