Complaints Policy

VENOBO s.r.o. · venobo.eu service · effective from 1. 12. 2026 · English translation for information only – the Czech version is binding

1. Introduction

1.1 This Complaints Policy supplements the General Terms and Conditions ("T&C") of VENOBO s.r.o., registered office Veveří 131, 616 00 Brno, Czech Republic (the "Forwarder"). Capitalised terms have the meaning given in the T&C. In case of conflict the T&C prevail.

1.2 The Forwarder does not perform the transport itself; it arranges it with Carriers. The Carrier is liable for the Shipment during transport (Art. 13 T&C). In case of damage, loss or delay the Forwarder asserts the claim against the Carrier on the Principal's account or assigns to it the rights under the Transport Contract (Art. 12.7 T&C).

1.3 For a Consumer this Policy applies to the extent it does not conflict with the law; periods and presumptions are recommendations for a Consumer and do not shorten their statutory rights (Art. 22 T&C).

2. How to make a claim

2.1 The claim is made by the Principal (the person who placed and pays for the Order). If it is made by the Consignee or another person, the Forwarder handles it with the Principal and pays compensation only to the Principal.

2.2 A claim can be made via the form at venobo.eu/reklamace (including photographs), in the client zone (Support) or by e-mail to support@venobo.eu.

2.3 The Forwarder confirms receipt of the claim by e-mail. The confirmation contains the date the claim was made, its content and the requested method of settlement.

2.4 The Forwarder informs about the settlement by e-mail, stating the date and method of settlement or the reasons for rejection.

3. What can and cannot be claimed

3.1 Claims may concern damage to the Shipment, loss of the whole Shipment or a pallet, delay (only for a date expressly confirmed under Art. 4.3(c) T&C) and an error of the Forwarder (e.g. in invoicing).

3.2 Claims cannot concern transit time if no date was expressly confirmed, absence of the Consignee, refusal of acceptance, or damage caused by insufficient packaging, incorrect data or excluded goods (Art. 6, 7 and 13.4 T&C).

4. Periods

4.1 To preserve claims, the following periods must be observed (Art. 12.2 T&C):

Situation	What to do	Period
Visible damage or missing pallet	note it in the Carrier's document on acceptance and make a claim	on acceptance + within 24 hours of Delivery
Hidden damage	make a claim immediately after discovery	at the latest within 2 Working Days of Delivery
Loss of the Shipment	report that the Shipment has not arrived; assert the claim	the Shipment is lost when the Carrier confirms it, at the latest 30 days after takeover by the Carrier; claim within 60 days of takeover
Delay (confirmed date only)	make a claim	within 7 days of Delivery
Error of the Forwarder (invoicing etc.)	make a claim	without undue delay, for invoices within 14 days of receipt

4.2 For a Business, missing the periods has the consequences under Art. 12.3 T&C: the Shipment is presumed delivered complete and undamaged, and the Forwarder is not liable for a claim the Carrier rejected as late.

5. Acceptance of the Shipment

5.1 Before signing, the Consignee checks the number of pallets, the condition of packaging and any visible damage. Defects are recorded specifically in the Carrier's document (e.g. "pallet no. 2 – torn film, damaged cartons") and photographed. The Consignee may refuse a damaged Shipment.

5.2 A damage note is not itself a claim; the claim must be made under Article 2.

5.3 Damaged goods, packaging and the pallet must be kept in their original condition until the claim is settled, and inspection by the Forwarder, the Carrier and the insurer must be allowed.

6. Packaging and securing of the pallet

6.1 The Shipment must be packed under Art. 6 and Annex 2 T&C; recommendations are at venobo.eu/navod-zabaleni-palety and venobo.eu/navod-nakladka-bez-rampy.

6.2 If damage is caused by insufficient packaging or securing, the claim is rejected or reduced.

6.3 A "fragile" mark does not increase the liability of the Forwarder or the Carrier.

6.4 If the outer packaging and securing of the pallet are undamaged and the content is damaged, for a Business it is presumed that the cause was the way the goods were stacked on the pallet; the same applies to scratches and abrasions of surfaces.

7. Documents for the claim

7.1 Damage or a missing pallet:

a) the completed claim form at venobo.eu/reklamace with the Shipment Number, a description and the requested method of settlement,

b) photographs of the pallet, securing, packaging, damaged goods and transport label,

c) a copy of the Carrier's document with the damage note,

d) proof of the value of the goods: for a Business the purchase invoice (acquisition price excluding VAT and profit), for a Consumer proof of purchase,

e) the delivery note or invoice for the Shipment marking the damaged items,

f) for a repair, proof of its costs.

7.2 Loss of the Shipment: the claim form, proof of value and of handover of the Shipment to the Carrier, or a statement of the Consignee that they did not receive the Shipment.

8. Extent of compensation

8.1 Only actual damage is compensated: for loss or destruction the value of the goods at the place and time of takeover by the Carrier, for damage the difference in value or reasonable repair costs, always within the limits of Art. 14 T&C.

8.2 Damage to the Shipment during transport is compensated by the Carrier; the Forwarder pays it to a Business only to the extent received from the Carrier (Art. 12.7 and 14.2 T&C). Lost profit, consequential damage and costs of substitute transport are not compensated to a Business.

8.3 A value in foreign currency is converted at the Czech National Bank rate on the date the Carrier took over the Shipment.

9. Settlement of the claim

9.1 The Forwarder settles the claim without undue delay, at the latest within 30 days of it being made. For a Business the period may be extended by agreement if the Carrier's or insurer's statement is awaited.

9.2 The Forwarder pays acknowledged compensation to the Principal's account within 10 days of receiving payment from the Carrier or of acknowledging its own liability, after set-off of its due claims. Anything the Principal received for the same damage from the Carrier or an insurer is deducted.

9.3 The tax treatment of the compensation received is the Principal's responsibility.

10. Rejection, limitation, out-of-court resolution

10.1 The Forwarder justifies a rejection. Limitation is governed by Art. 12.10 T&C.

10.2 A Consumer may contact the Czech Trade Inspection Authority (adr.coi.cz) as the body for out-of-court resolution of consumer disputes.

10.3 If the Principal causes damage to other shipments or property by excluded goods or insufficient securing of the pallet, it compensates it under Art. 5.6 and 7.4 T&C.

10.4 This Complaints Policy takes effect on 1. 12. 2026.