Product damaged during shipping

David Lackner - 2025-11-21 - Transport damage

A distinction has to be made between two different types of damage.

Obvious damage: If the package is obviously damaged upon receipt, please do not accept the package. Please inform our customer service immediately via ticket about the transport damage so that we can contact the carrier immediately. Open ticket here

Concealed damage: If the product shows first signs of damage during the first 6 months of use, please contact our customer service via ticket in order to solve the problem as quickly as possible. Open ticket here