

# HERMANN HISTORICA

Dear Client,

Thank you for taking part in our auction and congratulation on your winning lots. We will pack your items as carefully and thoroughly as possible and send them to your delivery address.

When receiving your parcel, please immediately check the packing, and if it is damaged, please proceed according to the following directions:

Damaged packing	Unharmed packing / damaged content	Within 5 days we need the following information:
1. Please ask the delivery service to confirm the damage of the parcel	1. Please check immediately if any items are damaged	1. Damage report of the delivery service
		2. Photos of the damage and the packaging
2. Check the contents for damages and have them confirmed by the deliveryman	2. Inform the delivery service asap and ask for a damage report (e.g. post office)	3. Short description of the damage
		4. Your client-number
<b>Report the damage to the delivery service as fast as possible!</b> Please inform us as fast as possible		

Send your claim to the following address:

Hermann Historica OHG,  
z.Hd. Bernd Klingl  
Linprunstr.16 in 80335 Munich  
Email: Bernd.Klingl@hermann-historica.com  
Tel.: +49-89-54726490