**Customer process for concealed (hidden) damage application**

**Approval conditions for concealed damage application**

1. Customer’s application must to be done at the latest 45 days after the delivery
2. No transport must occur after the initial delivery at the specified address on Panasonic delivery note.

**Documents to be provided by customer**

1. Intact / very good shape carton picture
2. Damaged product pictures
3. Product serial number picture AND carton serial number picture
4. Transportation label
5. Excel application form filled, signed, stamped with invoice number or delivery note number. By signing this document, Customer commits to scrap the product by their means.

**Every scrapping evidence will be transmitted to Panasonic on demand.**



**Correct example of concealed damage case :**

* **Clean POD**

Une image contenant texte

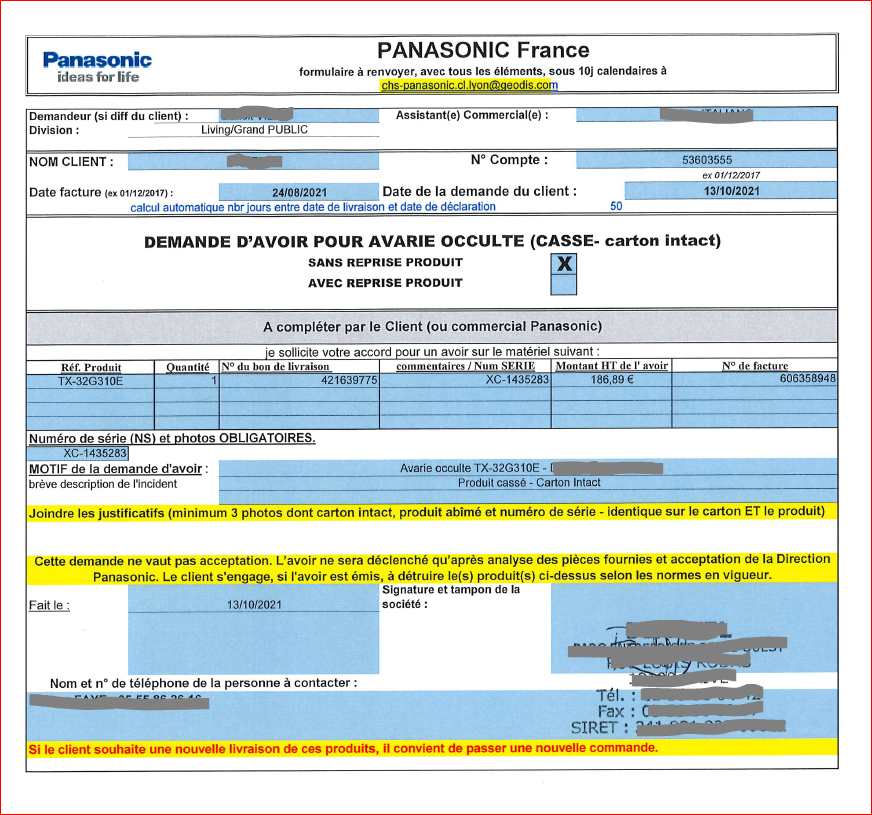
Description générée automatiquement

1. **Damaged product picture**

Une image contenant texte, trouble, flou

Description générée automatiquement

* **Excel Form :**



* **Intact carton :**

Une image contenant texte

Description générée automatiquement

* **Carton serial :**

Une image contenant texte

Description générée automatiquement

* **Product serial**

Une image contenant texte

Description générée automatiquement