



## Receiving a New Vehicle - Checklist

### Prior to the Arrival

Prior to the arrival of your vehicle it is important to confirm that all import documentation is in place and that all shipping documents have been received and are correct.

### Upon Arrival of the Vehicle in Country

When taking delivery of your vehicle please note the following points for your own protection:

1. Always check the physical condition of the vehicle for any damage that may have occurred during transit.
2. Similarly, always check that the vehicle contents have not been tampered with. Spare Parts packages should be steel-banded and the Anti-Theft Box (if included as part of your order) should be locked and chained to a fixed part of the vehicle.
3. Do not sign a Clean Receipt for the vehicle without checking it first.

### **In the Event of a Problem:**

If the delivery terms of your order carry insurance (CIF/CIP/DAT/DAP/DDP), please follow the instructions on our "What to do if your Order arrives damaged – Insurance Claim Procedure" information sheet. This is also available on our website: <http://www.toyota-gib.com/eng/media/tgs-media-centre.html>

If your vehicle order carries no insurance from TGS, it is important to take the following steps:

1. Record the damage on the shipping line's / freight forwarders delivery note.  
*IMPORTANT: In no circumstances, except under written protest, should the customer give clean receipts when goods are in doubtful condition. When delivery is made by container, you should ensure that the container and its seals are examined immediately. If the container is delivered damaged or with the seal broken, or with seals other than those shown on the shipping documents, make a note to this effect on the delivery receipt, and keep all defective or irregular seals for future identification. For a claim to be settled quickly, and without argument, photographs of the vehicles inside the container prior to unloading are required.*
2. Make an immediate claim in writing to the carrier, holding them responsible.
3. Take photographs of the damage. *IMPORTANT: if the delivery of your order has been in a container, photographs will be required of the vehicle(s) inside the container, prior to unloading.*
4. Inform your insurers.

Although your order is covered by your own insurance, please feel free to contact the TGS After Sales department should you require any assistance or advice. Please also note that you are able to use the services of the Toyota Distributor to obtain a repair estimate for your insurers.

### Prior to Vehicle Being Placed into Operational Use

Upon receipt of your vehicle you must contact the main Toyota Distributor at destination in order to arrange for the Pre Delivery Inspection (PDI) and Warranty Registration – please request the Warranty Booklet at this time.