



10 June 2017

Claims Procedure.

Please follow the following procedure for claims if you need to make a claim:

1. Notify the supplier with a complaint notice detailing all shipping details, arrival date, complaint date, and details of the problem.
2. The complaints resolution process will use a SKYPE meeting to allow all parties to participate.
3. For a claim to proceed parties need to book the survey to be completed together with our New Zealand based surveyor Mark Parkinson. Once a confirmed time is agreed with the customer, supplier and Mark the claims process can be quickly resolved by viewing the fruit.
4. It is common for surveyors to generally have confusion over what product specification they are inspecting.
5. Mark is an expert in this field and will work through these issues. Once the survey is completed, where necessary and possible, we will negotiate the claim immediately.
6. This may not happen in the case where there is significant **INTERNAL** issues.
7. It will be the responsibility of the customer **AND** exporter to set this up, but no claim will be settled without this process.
8. Claims need to be lodged within the specified period and all temperature recorders checked prior to any claim, and they need to be available for the skype meeting.

If you require any further information then feel free to contact me at any time.

J.H. Dames. MBA(Dist), BSurv(Credit), BSc.

Managing Director,

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