

VitaOptima B.V. Claims Procedure

TOPIC: F4B Claims procedure	C002
Date: 2021 – 31/08 Revision: 2 (Sales)	Approved by: D. Nienhuys

All quality claims to be made within 24 **hours** after arrival of each individual Shipment at destination. Claims are to be sent in writing to the following: The **salesperson** who handles your account, as well as quality@vitaoptimabv.com

1. A minimum of two cartons per pallet must be inspected in order to justify the claim.
2. The claim must contain the following information:
 - a) Quantity of cartons of fruit for which a claim is being made.
 - b) Pallet ID number of each and every pallet on which there is a claim.
 - c) Sales order on which fruit was shipped.
 - d) Depot of discharge, arrival date and time of discharge of fruit.
 - e) Provide electronic download of temperature recorder retrieved, from the pallet indicated to contain this device. If you do not possess the hardware & software to download the information contained on the template, kindly make arrangements to send the entire temperature recording unit back to VitaOptima bv or get the software to download this information and send the information back to the salesperson that you deal with.
 - f) Temperature of the holding cold store in which fruit is being stored.
 - g) Explanation of problem(s) and percentage(s) of affected fruit per variety.
 - h) Indication of estimated loss on consignment.
3. . Claims must be supported with **digital pictures** by e-mail for **each CARTON individually**, the Following pictures are required:
 - a) Carton's business panel indicating grower code (PUC).
 - b) Brand of carton in which the fruit was packed.
 - c) Pictures indicating the problem/reason for the claim.
It would be ideal if the problematic fruit is showed together with PUC on photo.
4. For quality claims amounting to over €2/carton per shipment we reserve the right to request a complete, detailed survey report by a recognized independent surveyor to be agreed in writing by VitaOptima bv.
5. Claims of damaged or rotten fruit under 3.0% by weight will not be accepted.

Document I002 can be used to complete the claim. If your own format covers the above-mentioned information, then it will be sufficient.

In the event that this procedure is not followed, no claim will be accepted by VitaOptima B.V..