

## Claim guidelines

Dear customer,

Hereby we are sending you our new claim guidelines.

In order to accept a claim, please make sure the claim meets the following conditions:

- Report the claim within 24 hours after the goods have been received.
- Fill in the claim form and provide proof by sharing photos of the products, boxes and labels. Make sure the products and their labels are visible in 1 photo.
- When a temperature logger is added to the shipment, the data must be provided. Please find the manual of the temperature logger below.

A delay of +48 hours or failure of proper handling of the goods is determined as a negligent act by the airline.

When the airline has been negligent the following documents must be provided:

- When the claim is above € 1.000/\$ 1.000, a survey report prepared on site by an independent Surveyor is required. This must be done immediately after arriving at the customers premises.
- When products are destroyed, a destruction report needs to be provided.

If you have any questions or remarks, please contact your account manager.

### Temperature logger instructions

In order to monitor the temperature of your shipment, a temperature logger is placed in one of your boxes. Via your invoice, you can check in which box the temperature logger has been placed. When you have found the temperature logger, the following steps need to be taken:

- Turn off the temperature recording by pressing the STOP button
- Take the logger out of the box and connect it with USB to a computer.
- Read out the USB stick and add the pdf file to your claim documentation.



## Claim Form

If you are not satisfied with products delivered or having remarks on our services, please let us know by filling in this form.

### Invoice details

Company name

Invoice number

Date goods received

Date claim

### Claim details

Item description	Qty	Unit price	Total amount	Remarks
			0,00	
			0,00	
			0,00	
			0,00	
			0,00	
			0,00	

Proof of claim

In order to accept the claim, please provide proof:

1. Photos of the product(s)
2. Photos of the box(es)
3. Photo of the Florca and AWB label(s)

Other remarks