



24 November 2024

Product Claims Procedure.

Please follow the following procedure in the event of a customer product claim.

1. Notify us with details of the problem within 24 hours of container devanning.
2. Attach the vessel arrival, container number, temperature log, and other inspection details.
3. For a claim to proceed parties need to book an online video meeting of a live sample taking and inspection.
4. We will then work with you and proceed to a resolution.

If you require any further information please contact me.

Thank you.

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Managing Director,
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