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CLAIM PROCEDURE

2024

VAN DOORN SOUTH AFRICA (PTY) LIMITED is a registered South African Company with company registration number 2000/009036/07.

Incorporated into VAN DOORN SOUTH AFRICA (PTY) LIMITED is:

- VAN DOORN TOP FRUIT AND LIVESTOCK COMPANY (PTY) LIMITED with registration number 2011/109092/07
- VAN DOORN CITRUS (PTY) LIMITED with registration number 2005/025553/07
- VAN DOORN GLOBAL (PTY) LIMITED with registration number 2011/109097/07
- VAN DOORN SERVICES (PTY) LIMITED with registration number 1999/028310/07

2. Hereafter the above companies will be collectively referred to as VAN DOORN SOUTH AFRICA (PTY) LIMITED

To accommodate claims on quality issues the following procedures should be followed:

1. Step 1 - Initial notification:

All quality notifications must be reported to Van Doorn South Africa (Pty) Ltd within 72 hours after the container was opened for the 1st time, or within 72 hours after receipt of the container by the consignee, or within 72 hours after the expiry of the combined free days - whichever event happens first. Mobile electronic communication is acceptable. A Basic description of the problem, as well as photographic evidence is required. Please make sure that the temperature recorder is located and take possession of it.

Please take note that NO claims will be entertained if step 1 was not followed.

2. Step 2 - Official Notification

The initial notification must be followed up by an official notification no later than the first day of business at the country of destination. The official notification **MUST** be by email and must have the heading **QUALITY NOTIFICATION CONTAINER XXXXXXX**

Attach the following information/documents to the notification:

- Container number / Van Doorn South Africa (Pty) Ltd invoice number / vessel name
- Description of the problem
- Photographs – showing the problem / brand / carton / PUC code / pallet ID
- Quantification of the problem – % cartons affected / possible monetary value
- Confirm possession of the temperature recorder

Van Doorn South Africa (Pty) Ltd

Reg no: 2000/009036/07 VAT no: 4410192290 Managing Director: JH Vorster

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Based on the information provided in the official notification it can be decided to conduct a survey, or to accept the quality inspection of the consignee/receiver.

3. Requirements Survey

- The survey can be arranged by the receiver, the supplier, or an independent surveyor, depending on our agreement.
- Van Doorn South Africa (Pty) Ltd reserves the right to request you to arrange an independent survey on their behalf.
- Only surveys from a recognised and accredited survey company will be accepted.
- All cost for inspections and surveys will be for the account of the defaulting party.
- In a case where the suspicion is that the claim can be attributed to a shipping defect i.e., temperature deviation, damaged container etc. a joint survey with the shipping line will be required.

The following actions need to take place:

- Consignee to arrange for his survey company to do survey
- Consignee to inform local shipping office at port of destination of required joint survey
- Contracting party with Shipping line at port of origin to inform shipping line of required joint survey
- In cases where the shipment was covered by marine insurance, Van Doorn South Africa (Pty) Ltd will inform their insurance company to attend the survey with the aim of a possible marine claim

Contents survey:

- Vessel name
- Date of survey
- Date of arrival at destination port
- Date of customs clearance of container
- Shipment / container number
- Temperature recorder readings
- Photographic evidence
- Carton / brand
- Fruit specifications - varieties / counts
- PUC codes
- Pallet ID/s

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- % defects
- All information necessary to clearly identify the problem and deviation

4. Requirements quality inspection

- The temperature recorder download is a must. No claim will be entertained without the temperature recorder information.
- It is required that at least 3 photos per PUC will be supplied.
- In a case where there are only 1 PUC per container, photographic evidence of at least 30% per count per container needs to be supplied.
- At least 3 cartons per pallet need to be inspected and at least 3 photos per carton need to be supplied. The photos must clearly show the defect.
- In all cases, at least 30% photographic evidence per container needs to be supplied.
- **As an example: 6 pallets need to be selected at random for a container with 20 pallets. These 6 pallets must be photographed clearly showing the orange pallet ID. From these 6 pallets, 3 cartons per pallet must be selected and at least 3 photos per carton must be taken clearly showing the defect. It is also important to provide a photo of the business end of the carton.**
- In addition, a short video showing the carton taken from the pallet, the carton being opened and being unpacked. The video also needs to show the fruit being separated between sound and unsound.
- The quality inspection must also include an estimated % of the defect as well as an estimated monetary value of the claim.
- The quality inspection must be sent via EMAIL and NOT whatsapp or wechat. ONLY email notification will be accepted.
- The heading of the email must be QUALITY INSPECTION CONTAINER xxxxxxxxxx.

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5. Important:

- No claims will be accepted if the above procedures are not followed.
- No claims will be accepted if the temperature recorder readings are not available.
- Van Doorn South Africa (Pty) Ltd cannot accept claims if the claim was due to delays in the port of destination.
- Van Doorn South Africa (Pty) Ltd cannot accept claims if additional storage was applied for and granted.
- The 72-hour window starts from the time that free detention and demurrage expires, or from the time of customs clearance which ever event happens first.
- Please take note that the transmission of the above information does not automatically mean that a claim or the monetary value is accepted. It still needs to be negotiated between the agent/consignee and the supplier.
- All claims must be finalized within 14 working days after receipt of the initial notification.
- It is generally internationally accepted that we work with a perishable product in our industry with the associated risk. In terms of our industry, we need to be flexible, and it is accepted that fruit will not always arrive 100% sound. We expect receivers to allow for quality deviations.
- In the case of quality issue, no cargo may be sold without instruction from Van Doorn South Africa (Pty) Ltd. If cargo was sold, and no survey (when instructed by Van Doorn South Africa (Pty) Ltd) or no QC was performed, the claim will be null and void.
- No quality inspection will be accepted while fruit is in port or still in the customs area.
- Van Doorn South Africa (Pty) Ltd and their suppliers are not in the business of claims. It would be more acceptable to settle quality issues swiftly and with a market-related adjustment.
- The mere fact that a quality issue exists, does not automatically change the trading terms to open price or open consignment. Any adjustment to the status of the shipment can only be made on mutual agreement between the supplier, the importer, and the exporting agent (Van Doorn South Africa (Pty) Ltd. In a case of a dispute, Van Doorn South Africa (Pty) Ltd will together with the supplier have the final decision.
- All role players accept that we are working with a perishable product, and it is the duty of the agent and consignee to avail themselves of the applicable handling protocols regarding cold chain and shelf life management.

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