Author: Hans-Willem van der Waal	Date:	Signature:

(Goods ready for loading at warehouse)

Customer loads goods.
Signs transport way bill (CMR).
Notes any anomalies (stowage, temperature, quantities) on CMR.

Transport for account and risk customer

Quality inspection on arrival in customer warehouse.

Quality OK? — yes → Ripen bananas

Quality OK? — no

Ripen bananas → Quality OK? — yes → (end)

Quality OK? — no

Send documented claim or notice of reservation within 24 hours of arrival to claims@agrofair.nl

Notice of reservation/preclaim:
- notify AgroFair of nature and extent of claim reservation
Claims :
* mention order number/vessel/week
* sufficient photos showing box codes
* nature of defects
* number of boxes involved
* indication of financial consequence

AgroFair will inform you if the claim will be verified in place, either by AgroFair QC or independent surveyor. Keep fruit available for inspection.

(END: Claim decision by AgroFair: acceptance/partial acceptance/ rejection within 14 days.)