



SITUATION D

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1. Inform your contact person at BE Fresh Produce B.V.

Please discuss with your [contact person](#) whether a joint survey (airline consignee) is necessary.

Depending on the extent of the damage, your contact person will provide the necessary instructions.

2. Arrange Survey report (if applicable or advised to do so)

3. Photos from the damaged produce according to the following procedure in case no survey is available. Make a minimum of 5 pictures per damaged item(s) meeting the following requirements:

- Please note: Videos will NOT be accepted as evidence!
- 1x picture of the whole box. If several boxes have been affected, make a photo of them altogether.
- 1x picture of the label on the box.
- At least 3x pictures from the contents of several boxes with the damaged and undamaged items.
- At least 1x picture of the damaged items collectively from above including the photo of the Air Waybill delivered with the shipment.
- 1x picture of Air Waybill label on the cover of the pallet.
- A photo of all claimed products dumped in a trash can, with current date and Air Waybil label.
- A photo of all claimed products with open packaging, with current date and Air Waybil label.

4. Arrange an official destruction report/certificate via the Ministry of Food and Drugs, the Ministry of Agriculture, any other Import authorities, Municipality or whichever organization authorized to do so in your country. If not possible, please explain the reason in written. Or use BE Fresh destruction report signed & stamped by surveyor.

5. Please provide all documents within 14 days, so we can make the final claim to the airline.

Please send the mail to claims@befreshproduce.com AND [your personal contactperson](#) at BE Fresh.

Definitions

- *Supplier: BE Fresh Produce B.V.*
- *Dock Receipt: A receipt to be signed upon receiving the goods from the Airlines.*
- *Clean Receipt: Signing a dock receipt when you accept that goods have been delivered in sound condition.*
- *Under protest: Objection to the clean receipt of goods.*
- *Delay: delivery of the goods after the mentioned arrival time on the AWB. Please remember a delay does not always necessarily cause damage in every produce or give you the right to claim without legit evidence.*
- *Temperature-recorder: A temperature recorder (data-logger) is designed to continuously measure and permanently record the temperature of a specific application or condition over a predetermined period of time.*