



Claims Process

Fresha Export seeks to ensure that all the products supplied to you arrive in the best condition possible but there may be times that products may not arrive in a form that meets our high standards for reasons beyond our control.

Accordingly our claims process as detailed below is designed to quickly and efficiently identify what has occurred and what actions and/or additional evidence or information is required. Prompt notification to all affected parties is critical, these depending on the circumstances, will include:

- insurers
- Suppliers/manufacturers
- agents
- shipping companies
- consolidators

1. Claim **notifications** must be received in **writing** by Fresha Export within **7 days of arrival** of the consignment at the port of final destination
2. Claim notifications should include the following:-
 - Fresha Export order number
 - product description(s)
 - the number of cartons/units in dispute by product
 - details of the complaint, including photos and/or other supporting evidence
 - the estimated claim value
 - parties you have notified
3. Product must be made **available** to Fresha Export or their designated agent **for inspection** unless advised otherwise by Fresha Export

Failure to meet these criteria can negate Fresha Exports' ability to negotiate a favourable settlement on your behalf and impact on the claims ultimate acceptance by the supplier(s), and Fresha Exports' limit of liability is detailed in clause 11 of the company's standard terms and conditions

Upon receipt of your claim notification Fresha Export will endeavour to expedite the same with its supplier(s)/insurers, keeping you informed of claim progress and instructions on how to proceed.

Following this process is critical, and may have a material impact on the ability to make a successful claim.

