

Sutherland SA Produce Inc.

CHINA OCEAN

Arrival Claim Procedures

To file a claim the Consignee must follow the procedures listed in this document. Failure to do so may result in a denial of your claim. Sutherland SA will not assume responsibility in the case these standard operating procedures are not followed.

1. All Temperature Recorders and Data must accompany a claim. Please note the location of recorders – front, middle or rear, what row (high, middle or low) and whether they were on the inside or outside of a carton or cartons. **Failure to provide Temperature Data will result in a rejection of your claim.**

2. Submit a written notice of claim to Sutherland and the Steamship Carrier ASAP (within 48 hours of containers arrival). Provide the following documents:

- Commercial Invoice
- SWB or BL
- Photos of damage, cartons, packing codes on cartons

3. Invite the following parties to attend a joint survey:

- **Wave Wu @ HighTeam Adjusters & Surveyors Co., Ltd**
Tel: +00 86 (0)21 6855 0223
Cell: +00 86 137 6106 3776
Add: Room 1115, No.58 Jinxin Road, Pudong New District, Shanghai, China, 200135
Email: wave.wu@highteam.net
Email: zhang@highteam.net
- **Zachary ZHANG @ Service Controlling & Managing Group I, Head Office**
Phone: 86 13910691444
Add: 14th Floor, China Re Building, No.11 Jin Rong Avenue, Xicheng District, Beijing 100033, China
Email: controlgroup@huatai-serv.com,z
Email: hangdafang@huatai-serv.com
- **Steamship Line Carrier**
- **Consignee's Surveyor**

4. Supply all parties with your *Name + Email Address + Mobile Number*

If you have any questions concerning this document do not hesitate to contact any of the following Sutherland Contacts:

Sarah Bistriz / sarah@lapincherry.com

Rick Chong / rick@lapincherry.com

Kim Hoang / kim@lapincherry.com

Final Note: If consignee has inspected product prior to shipment, load is sold FOB final. NO claims will be accepted, unless it is proven to be temperature related.