

# SUTHERLAND S.A. PRODUCE INC.

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July 01, 2019

## Air Claim Procedures

Consignee must follow these [Standard Operating Procedures](#) listed in this document for a claim to be considered valid. Failure to follow these procedures may result in a denial of your claim.

1. Temperature Recorder Data must accompany a claim. The Recorder must be kept and surrendered on request. Please note the location of Recorder; it is located on the top layer, inside of the middle box of the pallet. [Failure to provide Temperature Data will result in a rejection of your claim](#)
2. Submit a written notice of claim by email to Sutherland ASAP (within 24 hours of product arrival).

Provide the following documents:

- BL / Packing List
  - Photos of damage, cartons, packing codes on cartons
  - Cargo damage report
  - Estimated \$Losses
3. Notify the airline of any physical cargo damage to product on arrival. Have a representative make a note on the AWB stating any damage of the cargo occurring in transit. Example: Crushed boxes, fallen product, broken pallets
  4. Sutherland reserves the right to call a third-party surveyor to assess product prior to distribution from arrival city. Please hold product until a Sutherland rep confirms if a survey is needed. [Failure to allow a survey will result in a rejection of your claim.](#)

If you have any questions concerning this document do not hesitate to contact a Sutherland Representative:

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