

Claim Procedure

Dear Customer,

To ensure efficient handling of claims we ask you to read the following document carefully, to provide all the required verification and hence ensure a speedy resolution.

To avoid misunderstandings we have also included an illustration of special product terms as a tool to ease communication (see last page).

Your contact person for claims is always your local sales contact and he or she will forward your issues to the production unit(s) concerned.

Thank you for your cooperation

Your Hartmann Team

Verification

To maintain fairness for all customers and to help avoid repeat claims for the same category, we need detailed information about the product items that are in question.



- You should **always** be prepared to return goods at the request of your sales contact.
- For claims concerning function, material, printing, labelling and transport/wrapping, digital photos may be sufficient, but samples may also be requested. Photos of **whole pallets** are required for claims concerning stretch wrapping.
- Please remember that for claims when samples are requested, we will need **10 untouched packs** from one bundle. Please forward **soft packs** in a tightshutting plastic bag, in order for them to retain their soft state.
- As we have full traceability of product items that are in question, your sales contact needs the information about the **production date and hour etc that is on the Easy Go label** (from the pallet concerned). Ideally this should be included.

protecting values

Due time

The whole claim procedure is faster and mistakes easier to rectify if you inform your sales contact as soon as possible.

- Please note, **we are not able to accept claims if delivery took place more than 14 days beforehand** – with the exception of faults in function which might not be evident until the product is put into use, with a time limit of **up to half a year after receipt** provided that the goods have been stored under the recommended warehouse conditions. (See Recommendations for storage and use).
- Each claim needs to be handled separately and should **not** be accumulated over a long period.

Transport

Some claims concern issues due to transport damage caused by a third party company. In such cases it is extremely important that the following conditions are fulfilled, otherwise we may not be able to approve your claim.

Please remember, that it is always best if you are able to take photos of damaged goods **before unloading** from the vehicle.



- Please make sure that visible damage is described **directly on the CMR freight document** (and counter-signed by the driver).
- We are required to send any written claim to the transport company within 7 days of your receipt of the goods, so we need you to check your goods **on arrival**, detail this on the CMR note, and inform your sales contact **as soon as possible**.
- If a truck arrives with goods that have tipped over during transport, the receipt of goods can be refused, but **you must note the extent of the damage on the CMR/freight document**, regardless of whether you refuse acceptance of the entire load or parts of the load.
- If you choose to unload the pallets, you must be aware that you will be responsible for storing the damaged products. Please do **not** use any product from the damaged pallet(s). Advise your sales contact straight away. In such instances you must also **note the damage on the CMR note**. Our insurance company has **10 days** (after receipt of the claim) to come and inspect the pallets at your premises. During this period the **products must remain untouched**.

Recommendations for storage and use

Storage and use are the responsibility of the customers. To make sure that our products keep their high quality during storage and use, please follow the following recommendations.

- **Colourfastness:**

Please avoid storage in direct sunlight.

- **Humidity:**

A clean, and dry warehouse is best. Storage between 50% and 65% relative humidity is recommended in order to keep the full strength of the packaging.

- **Storage time:**

The packaging should be stored no longer than necessary (6 months), "First In First Out" is therefore recommended.

- **Storage structure:**

For storage, the bundles should not overhang the pallet, to avoid damage. The pallets should not be stacked higher than ca. 2.7 m and not more than 2 high, preferably with an intermediate layer of protection.



Packaging filled with eggs - trays:

- **Stacking:**

*A maximum of 5 times 6 layers.
With intermediate protection layers for every 6 layers.*

- **Additional protection:**

If stacking higher than recommended, additional protection sideways is needed as well as intermediate layers.



Packaging filled with eggs - retail packs:

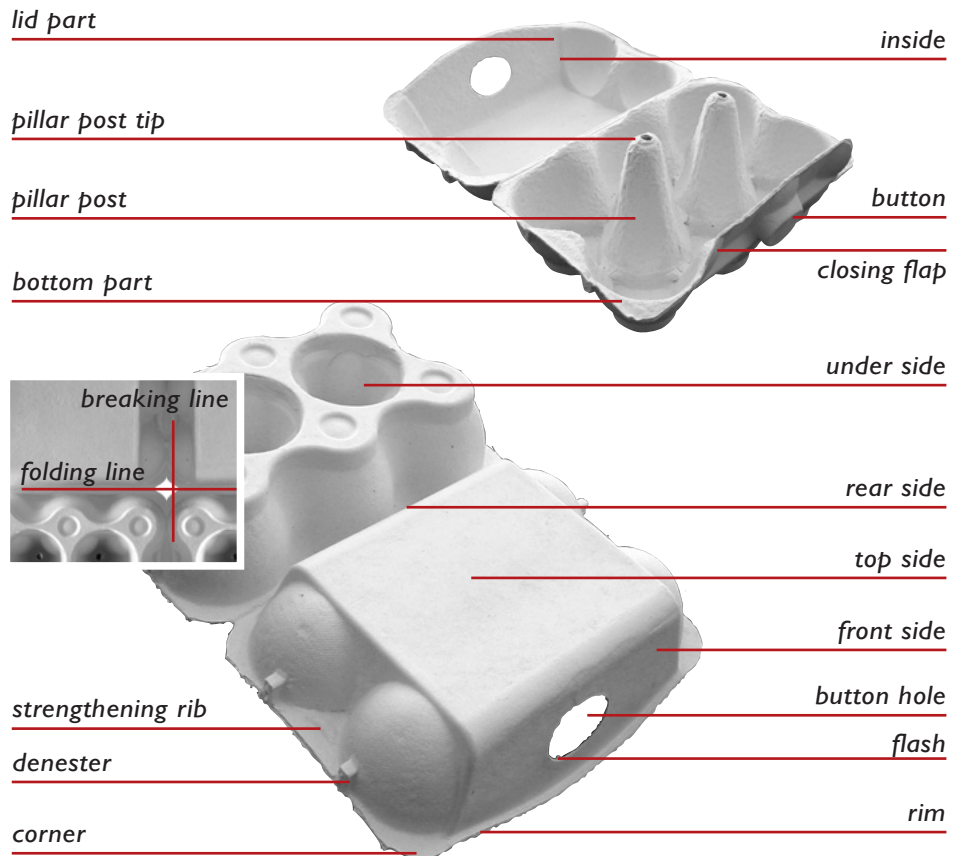
- *The photo shows an example of how to stack our retail packs.*

- *If you don't use outer cartons we recommend intermediate protection layers after 5 layers.*

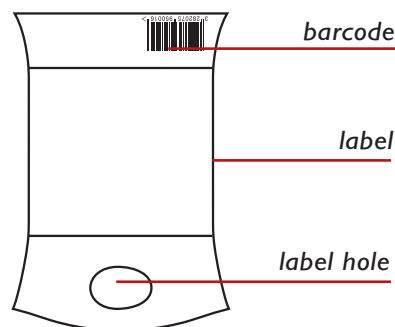


Special terms

This graphic representation includes the most frequent product terms as a tool to help avoiding misunderstandings in the claim procedure.



label



direct

