

January 1st, 2024

CLAIM PROCEDURES

The following procedures must be followed to file a claim for defects.

1. Temperature Recorder data must accompany a claim and the unit must be kept on file, in case we require physical evidence for insurance or other purposes.
2. Air / Truck claim requests must be filed within 24 hours of arrival.
3. Sea claim requests must be filed within 48 hours of arrival.
4. Consignee must have the product available for a formal survey inspection.
5. Photos of product, lot number(s), pack date(s), must accompany all claim requests.
6. A Video of an “unopened” box being inspected from beginning to end, defects recorded.
7. Include “Estimated losses” to move the product quickly.
8. An official “Dump” certificate may be requested with the recorded fruit thrown out.

Please email:

claims@lapincherry.com

logistics@lapincherry.com

accounting@lapincherry.com

We will advise you if we require a formal survey inspection, before selling the product

Failure to follow our claim procedures will result in a denial of your claim. Thank you in advance for your compliance and understanding.

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