



**Hilverda De Boer**

U S A

## **CLAIM AND CREDIT REQUEST PROCEDURES**

Dear partner,

Hilverda De Boer is doing its utmost to guarantee you the best product; flowers, however, are a natural product and there is always an opportunity of damage or other issues that are out of our control.

In case of any quality discrepancies, missing products or other quality issues, Hilverda de Boer must be notified by email 24 hrs after arrival.

All requests are to be sent to your sales representative accompanied with;

- ✓ Pictures of the affected flower
- ✓ Picture of the box label
- ✓ Pictures of the whole claimed lot of flowers
- ✓ Invoice number
- ✓ Date of arrival
- ✓ Quantity of products

**When all requests are reviewed by the sales representative and when approved, your credit will be added to your statement.**

**Hilverda De Boer USA has delayed clarifying terms of carriage responsibilities of domestic Airlines/Truck lines/Overnight Carriers, however increasing and ongoing issues with logistics outside our direct control are proving to continue to be difficult during COVID into 2021. We offer this Conditions of Contract and Carriage as a clarification of where Hilverda De Boer vs. domestic carrier's responsibility.**

**HILVERDA DE BOER USA Conditions of Contract and Carriage  
Applicable to domestic Airlines, Couriers, All Third Party Contractors.**

**For transport of goods, the domestic airline/truckline/overnight carrier (FedEx/UPS) the airway bill is the prime contractor and is responsible towards the consignee for failure of service.**

It is basically our task to help you file a claim to the airline/carrier in cases where something of this nature occurs as being your forwarding agent.

- HDB USA may receive different forms of compensation that relate to a shipment claim. HDB USA compensation to you will be *depending exactly on* the outcome of such from the airline/carrier.
- Airlines/Carriers would pay for *product only* or *product/air freight charges*. Each situation and carrier will handle differently.
- All shipments are to be paid in full even in the event of the shipment being short, spoiled or lost; what proceeds is HDB helping the client filing a claim to the airlines and waiting for the resolution as we do not credit in advance and only do so until the airlines/carrier approves the claim.
- Claims to the airline/carrier must be filed timely, usually within **15 days**. Supporting documents are needed. (pictures, discrepancy report by the airline, invoice)
- Some of the airlines/carrier may take up to 90 days for a claims resolution. However, for all of them the minimum waiting time is 30 days.
- The liability of the airline/carrier is limited. Due to this we require all shipments to have a declared value to protect your right to claim with the airlines/carrier.
- Airlines/carriers do not compensate for damages of all kinds. There are many exceptions depending on the "Contract of Carriage" as printed on the reverse of the airway bill/truck bill/overnight carrier.

Thank you for your business and support.

With kind regards,

Hilverda De Boer USA