



# PAPAYA GAZETTE

## AIRLINE DAMAGE CLAIMS

In light of some recent airline damage problems, we would like to re-send this information to assist you in instructing your drivers as to what the options are when confronted with picking up a shipment at the airport that has obviously been mishandled by the airline. While a shipment is in the hands of the airline, it belongs to Advanced Farm Technology Co. but once your driver picks up the fruit, YOU HAVE TAKEN POSSESSION OF THE ORDER.

In the event of airline damage, please INSTRUCT your truck drivers to INSIST that airport personnel sign off on any airline damages PRIOR to loading the shipment. You need to discuss with the driver what you are willing to accept in the event they are not able to get a signature from the airline handlers, remembering once again, YOU ARE ACCEPTING THE DELIVERY CONDITION OF THE SHIPMENT FROM THE AIRLINE.

**ADVANCED FARM TECHNOLOGY COMPANY WILL ENFORCE THIS POLICY OF REQUIRING DOCUMENTATION SIGNED BY AIRLINE PERSONNEL TO HONOR CLAIMS FOR AIRLINE DAMAGE.**

Advanced Farm Technology Co. (AFT) will issue you immediate credit for airline damage providing the airline personnel have accepted responsibility and SIGNED the AWB specifying the airline damage. Without the appropriate airline personnel's signature specifying the airline damage, it is impossible for AFT to pursue the airline for reimbursement of the claim (photos are also very helpful).



Problems and potential quality claims MUST be reported within the 24 hour inspection time. Each box is marked with identifying numbers and can be traced to pack date, field number, reaper, packer, and a multitude of other production information. In the event of a quality problem, it is imperative that we receive these numbers and photos immediately so we can eliminate the problem. We will authorize a credit invoice for any agreed upon discrepancy, but unauthorized deductions will NOT be accepted.

THIRD PARTY INSPECTIONS BY USDA ARE NOT ACCEPTABLE NOR ARE THEY NECESSARY FOR OUR CONCERNS. USDA is not our customer, you are.

In the unfortunate event that you do have a claim, please do submit the relevant information within the 30 day window to enable us to process the claim prior to the invoice due date.

We are pleased to have you as a Martha's Best Customer and will make every effort to live up to your expectations of Martha's Best papaya.

**Please do let us know how we can better serve you.**

