

Food Relabeling and Repacking Procedures

Thank you for the opportunity to handle your shipments. We have developed these procedures in order to assist all parties to carry out the required services to everyone's satisfaction with efficiency and accuracy. Please familiarize yourself with the details and contact us in advance if there are any that you are not able to comply or fully understand.

Any deviation from these procedures may cause delays and additional costs.

Inbound Deliveries.

- All inbound deliveries must be booked in advance and a delivery appointment obtained at least 48 hours in advance.
- We reserve the right to reject any cargo that is delivered damaged, including leaking, crushed or dented items.
- All deliveries must be accompanied with a full packing list so we can confirm receipt of the correct goods.
- All cargo must be palletized. Un palletized cargo must be booked as loose cargo and additional charges will apply.

Outbound Shipments

- A detailed packing list together with full shipping instructions are required in writing minimum 3 working days prior to shipment out of our warehouse.

Re-work

- Orders for re-work will only be started when all items to be re-worked are in the warehouse and labeling requirements are agreed and confirmed to us in writing.
- Priority will be given to orders based on product expiry dates, vessel cut offs and on basis of when orders received
- Any special scheduling, that may result in overtime working will be subject to extra costs.

Special Services

These include but are not limited to:

- Pick & Pack
- Repacking
- Resorting
- Palletizing or Re-Palletizing
- Expedited Orders
- Split Shipments
- Re-dating

Will be charged at an additional hourly rate on a job basis, subject to a minimum charge of 2 man hours per job.

Minimum Service Charge

- The minimum job charge will be \$75

Non Quoted Charges

The following charges are such that they cannot be determined or quoted in advance but may be subject to charge as incurred.

- Fuel surcharges and / or Fuel surcharge fluctuations
- Express delivery requests billed at cost + 15% admin fee
- Additional documentation requirements such as legalization, consular,
- Exchange rate fluctuations
- Detention and or demurrage charges
- Bank Charges for transfers and wire fees

Payment terms

- Payment terms are 15 days net unless mentioned otherwise
- Late Payment fee of 2.5% is added to all invoices paid beyond the due date
- A further 2.5% will apply for each following week late
- Orders may be held until any invoices due are settled in full

Order Information Template

- See attached work order sheet for the standard booking information needed

Overage, Shortage & Damaged (OS&D)

- Any OS&D Shipments will be notified to you within 48 hours of receipt along with pictures
- OS&D Shipments will be put on hold until we receive written OK to proceed
- Any items subject to infestation or possible infestation may be immediately disposed of
- Any OS&D jobs where an incident occurred during our handling will be notified to the customer immediately (same day).

Photographic records

All jobs will be photographed and posted on our online tracking system at each of the following stages. Upon receipt, immediately after unloading, samples labels and or date codes, after palletizing, before loading and after loading.

Label Printing

A sample label print is required from the customer in PDF format only prior to starting each relabeling job. The label size must also be confirmed and location of label on the product will be photographed before job is started for written approval.