F.C. BLOXOM COMPANY INTERNational

2250 OCCIDENTAL AVENUE SOUTH - SEATTLE, WASHINGTON 98134 - USA - PHONE 01-206-624-1000 - FAX 01-206-382-1315

#### CLAIM POLICY AND PROCEDURES

We would like to express our appreciation for the support your company has given us in the past. Your efforts have made our international programs a vital part of our company and we hope to continue to grow with you.

Any delay in pulling container from port beyond 24 hours is at the risk of the Importer and voids any responsibility of Exporter. To minimize problems with a poor arrival, we need to act quickly. Immediately notify shipping company and F.C. Bloxom Company in writing by fax or e-mail using the Export Arrival Claim Notice Form attached. If the shipping company does not wish to obtain their own survey or participate in one, their refusal must be in writing.

Leave the product in the container. Refrigeration should be kept running. A copy of the temperature recorder must be faxed immediately. Retain the temperature recorder device and return it to F.C. Bloxom Company at to our office at 2250 Occidental Avenue South, Seattle, WA 98134 via courier so we can have it calibrated if necessary.

IMMEDIATELY call for a licensed survey of the product. A delay of more than 24 hours in obtaining de survey may disqualify your claim.

The following information is required in the survey for your claim to be considered for any allowance. Failure to cover any of the outlined subjects may result in rejection of your claim. Please direct the surveyor to include the information detailed below.

1. The date when the shipment arrived at destination and when it was made accessible for survey must be stated in the survey report.
2. The date the survey was performed must be stated in the survey report. This must be clearly distinguished from the date on which the survey report was written.
3. The number of packages present and available for survey must be stated.
4. All label information and markings (such as lot numbers) on the packages should be recorded in the survey report.
5. The pulp temperatures of the produce must be taken at various places and the report must indicate the places in the load where temperatures are taken. The range of these temperatures must be shown in the report.
6. The sampling procedure must be described and must reflect that the samples were randomly selected and consisted of at least (1%) one percent or more of the shipped cases.
7. Each defect found must be described in order to give a verbal picture of the defect. For example, instead of describing a commodity as affected by soft rot or decay, the survey should describe it as, “ … Affected by wet decay, in the form of ¼ to ½ inch black spots draining juices onto sound product.”
8. The percentage of the fruits (or other commodity) affected by each described defect must be stated. For example: “ 6 to 14 percent, average 9 percent, of commodity in each container affected by decay in the form of blue-green spots,” or “3 to 9 percent, average 6% of the commodity in each container are affected by deep scaring-scars range from .50 to 0.75 inches in length.”
9. Surveys should only report facts regarding grade and condition. No attempt to prejudice any result by offering an opinion regarding product or cause should be included. Any such statement may invalidate the claim.

Fax the survey notes to F.C. Bloxom Company immediately uponcompletion of the survey. Courier the completed original survey with dated and timed photographs and the original temperature recorder tape to our offices at 2250 Occidental Avenue South; Seattle, WA 98134. Failure to present the temperature recorder tape will void the claim. It is your responsibility to assure neither the temperature recorder tape nor the recording device are not lost or stolen.

As the exporter of record, F.C. Bloxom Company is responsible for actions of its customers including appropriate handling of products as well as the timeliness and completeness of claims. Product shippers owe this same duty to growers and cannot accept responsibility for receivers’ improper handling of product nor untimely or incomplete claims.

Fax or e-mail us the total amount of price adjustment you are requesting, providing a detailed account of how you estimated this amount, including supporting sales detail and cost information.

Upon receipt of these items, the F.C. Bloxom Company will file claims with the carrier and/or the supplier.

Contact us immediately if there are any questions on any of these matters.

Please sign below to indicate you have received and understand our claim policy then return it to us via fax at 206-382-1315.

We appreciate your cooperation and support.

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*F.C. Bloxom Company International Buyer's Signature*