

Charge Management Procedures (Annex C)

In the event of delivery anomalies due to shortages and/or damages to the transported goods, a notification email must be sent to **customer@freshways.it** within a maximum of 24 hours after delivery, specifying the anomaly.

Notifications must be submitted **strictly** via email; reports made through other means will not be considered.

Notifications will also not be considered if the anomaly was not noted on the transport document or CMR at the time of delivery.

IMPORTANT: PLEASE CONSIDER THE FOLLOWING POINTS:

1. Anomalies (so-called "reservation") must be reported by the consignee through a notation on the driver's transport document (CMR) in the presence of the driver at the time of delivery. These remarks must be specific, clear, and detailed. Reservations not recorded on the document provided to the driver will not be accepted.
2. General notations or stamps indicating "accepted with reservation of quality and quantity control" are considered invalid. Such claims will therefore not be considered.
3. Broken packages accepted and retained by the consignee will not be reimbursed unless a disposal certificate is provided, issued by a company authorized to perform such disposal activities. Should the consignee wish to refuse the goods at the time of unloading, this must be properly noted on the driver's CMR. *Example: 2 broken packages refused and returned to the driver.*
4. FRESH WAYS shall not be held liable for the quantity or number of packages and will only be responsible for anomalies related to pallets or handling units.
5. For **international** transport, in the event of loss or damage to goods, FRESH WAYS' liability is subject to the value of the SDR (Special Drawing Rights under the Geneva CMR Convention: 8.33 SDR per kg). The maximum acceptable value is €10 per gross kg.
6. For **domestic** transport, in the event of loss or damage to goods, FRESH WAYS' liability is limited to €1 per kg of goods in accordance with Article 1696 of the Italian Civil Code.

DISPUTE BILLING PROTOCOL

1. Please note that before invoicing FRESH WAYS for damages, you must be in possession of the damage case number (e.g., No. D0212/2023), which will be notified to you via email. Additionally, you must have received authorization to charge from the **INSURANCE & LEGAL** department following the review of the required documentation.

Invoices issued without authorization from the aforementioned department and lacking the damage case reference number will not be considered.

2. Once your invoice has been accepted, it must include the following information:
 - Damage case number, provided by the **INSURANCE & LEGAL** department;
 - Shipment date, recipient, and reason for the anomaly.
3. All damage-related invoices issued to FRESH WAYS must be sent to **claim@freshways.it** within 7 days of receiving authorization to submit from the **INSURANCE & LEGAL** department.
4. Please be reminded that no damage invoice may be deducted from your transport payments without prior authorization from the **INSURANCE & LEGAL** department.

**Electronically signed by the Data Controller
in accordance with the eIDAS Regulation (EU 910/2014).**

Read, approved, and signed in _____, on 00.00.2025

The Client

Fresh Ways S.r.l.