

CLAIM PROCEDURE FRESH WAYS S.R.L.

In the event of any shortages and/or damage to the delivered goods, a report must be submitted no later than 24 hours after delivery **exclusively through the OMNIA portal by opening a ticket** in the dedicated section.

Should any difficulties arise when opening a ticket, users may refer to the relevant operating guide available within their OMNIA account under the "Omnia user Guides" section, accessible via the blue button located in the upper-right corner of the screen.

Reports submitted by email or through any other communication channel will not be considered.

Furthermore, a report will be deemed invalid if, at the time of delivery, the specific discrepancy was not recorded as a remark on the transport document (CMR).

IT IS IMPORTANT TO TAKE THE FOLLOWING POINTS INTO CONSIDERATION:

1. Anomalies (*so-called "remarks"*) must be reported by the consignee by writing a note in the transport document (CMR) of the driver and it is essential his presence at the unloading. Anomalies (*so-called "remarks"*) must be precise, clear and circumstantial.

Reservations that have not been indicated on the document issued to the driver shall not be taken into account.

2. The annotation or general stamp indicating "acceptance subject to quality and quantity control" has no value.

3. Broken packages accepted and held by the consignee will not be refunded, unless a certificate of disposal of the above-mentioned goods is provided by a company certified, able to perform this type of activity.

If the consignee wishes to refuse the goods at unloading, he must report this in the driver's transport document (CMR) correctly. *Example: 2 broken packages rejected and returned to the driver.*

4. Fresh Ways s.r.l. is not responsible for the quantity or number of packages and is only liable for anomalies related to the pallet or handling unit.

5. In case of missing or damaged goods, the limit of liability of Fresh Ways s.r.l., with respect to an **international** transport, is subject to the value of the SDR (Geneva Convention CMR 8.33 SDR per kg), to which the maximum acceptable value is 10€ per kg.

6. In case of missing or damaged goods, the limit of liability of Fresh Ways s.r.l., with respect to a **national** transport, is 1 euro per kg of goods according to art. 1696 Civil Code.

LITIGATION INVOICING PROTOCOL

1. We remind you that before invoicing, you must be in possession of our damage file number (e.g. n. D0212/2023) and have been authorized by the **INSURANCE & LEGAL** department after they have analysed the required documentation.

Invoices issued without this department's authorization will not be taken into consideration.

2. **Once your invoice has been accepted, it must include the following information**

- Damage file number, which you have previously received by the **INSURANCE & LEGAL** department,
- Date of dispatch, recipient and the reason of the anomaly.

3. All damage invoices issued to Fresh Ways s.r.l. must be sent to the e-mail (**claim@freshways.it**) within 7 days after the authorization by the **INSURANCE & LEGAL** department.

4. We remind you that no damage invoice can be discounted from your transport payments, without prior authorization by the **INSURANCE & LEGAL** department.

Cordially,

INSURANCE & LEGAL DEPARTEMENT