



SAVE-AND-KEEP CHECKLISTS

Claims procedures

What to do the moment you notice delay, temperature deviation, or damage, before you sign anything.

Your
worldwide
fresh guide

Your Save-and-Keep Checklist

What to do the moment you notice delay, temperature deviation, or damage, before you sign anything.

Before you sign for the goods

- ☐ Inspect the shipment before signing the Proof of Delivery (PoD) / Dock Receipt.
- ☐ If anything looks off, write a remark **under protest** on the PoD, never sign for a "clean receipt" if damage or delay is visible.
- ☐ Note the exact time of arrival versus the time on the Air Waybill (AWB).

Which situation applies to you?

- | | |
|--|---|
| A Delay >24h , damage under €/\$400 | D On time, but temperature damage |
| B Delay >24h , damage €/\$400-1,000 | E Visible physical damage on arrival |
| C Delay >24h , damage over €/\$1,000 | F Container shipments have their own separate procedure |

Each situation has its own **one-page PDF** with the exact steps, ask your **contact person** if you're not sure which one applies.

Universal photo & evidence rules

- | | |
|--|---|
| ☐ Minimum 5-6 photos per damaged item, videos alone are never accepted as evidence. | ☐ 1x photo of the AWB label on the pallet cover. |
| ☐ 1x photo of the whole box (or all affected boxes together). | ☐ Photo of claimed products with open packaging, date + AWB label visible. |
| ☐ 1x photo of the label/sticker on the box. | ☐ Photo of claimed products dumped in a trash can, date + AWB label visible. |
| ☐ 3x photos of contents: damaged and undamaged items side by side. | ☐ Temperature recorder (data-logger) report, if applicable. |

Before you submit

- ☐ Survey report arranged (if applicable or advised by your contact person).
- ☐ Official destruction report/certificate (Ministry of Food and Drugs, Ministry of Agriculture, import authority, municipality – or Meeder Fresh's own destruction report, signed & stamped by a surveyor).
- ☐ All documents ready to send within 14 days of arrival.

No proof, no claim. Missing photos, survey report, or destruction certificate is the most common reason claims get rejected or delayed – gather the evidence on the day of arrival, not after.

Send your claim to

sales@meederfresh.com **AND** your personal contact person at Meeder Fresh, always both, so nothing gets missed.



Situation A | Shipment delayed more than 24 hours, expected damage under €/ \$400

Please follow the checklist below

1. Put a remark on the Proof of Delivery (PoD)*

Make a remark onto the Proof of Delivery under protest that the shipment is delayed and damage is expected. If this is not possible, please explain the reason in writing. Please don't sign for clean receipt!

2. Inform your contact person at Meeder Fresh

Please discuss the situation with your contact person.

3. Photos of the damaged produce

Because no survey is available at this level, please make a minimum of **5 pictures** per damaged item(s), meeting the following requirements:

- **Please note: videos will NOT be accepted as evidence!**
- 1x picture of the whole box. If several boxes have been affected, make one photo of them altogether.
- 1x picture of the label on the box.
- At least 3x pictures of the contents of several boxes, showing both damaged and undamaged items.
- At least 1x picture of the damaged items collectively (as above), including the Air Waybill delivered with the shipment.
- 1x picture of the Air Waybill label on the cover of the pallet.
- A photo of all claimed products with open packaging, showing the current date and Air Waybill label.
- A photo of all claimed products dumped in a trash can, showing the current date and Air Waybill label.

4. E-mail reports of the temperature recorder (when applicable)

Please provide the report of the temperature recorder, if possible, to your contact person.

5. Submit within 14 days

Please provide all documents within 14 days, so we can make the final claim to the airline. Send the documents to sales@meederfresh.com AND your personal contact person at Meeder Fresh.

Definitions

- **Supplier:** Meeder Fresh
- **Proof of Delivery (PoD):** A receipt to be signed upon receiving the goods from the Airlines.
- **Clean Receipt:** Signing a Proof of Delivery when you accept that goods have been delivered in sound condition.
- **Under protest:** Objection to the clean receipt of goods.
- **Delay:** Delivery of the goods after the arrival time mentioned on the AWB. Please remember a delay does not always necessarily cause damage in every produce, or give you the right to claim without legitimate evidence.
- **Temperature-recorder:** A temperature recorder (data-logger) is designed to continuously measure and permanently record the temperature of a specific application or condition over a predetermined period of time.

Situation B | Shipment delayed more than 24 hours, expected damage between €/ \$400 and €/ \$1,000

Please follow the checklist below

1. Put a remark on the Proof of Delivery (PoD)*

Make a remark onto the Proof of Delivery under protest that the shipment is delayed and damage is expected. If this is not possible, please explain the reason in writing. Please don't sign for clean receipt!

2. Inform your contact person at Meeder Fresh

Please discuss with your contact person whether a joint survey (airline consignee) is necessary. Depending on the extent of the damage, your contact person will provide the necessary instructions.

3. Photos of the damaged produce

In case no survey is available, please make a minimum of **5 pictures** per damaged item(s), meeting the following requirements:

- **Please note: videos will NOT be accepted as evidence!**
- 1x picture of the whole box. If several boxes have been affected, make one photo of them altogether.
- 1x picture of the label on the box.
- At least 3x pictures of the contents of several boxes, showing both damaged and undamaged items.
- At least 1x picture of the damaged items collectively (as above), including the Air Waybill delivered with the shipment.
- 1x picture of the Air Waybill label on the cover of the pallet.
- A photo of all claimed products with open packaging, showing the current date and Air Waybill label.
- A photo of all claimed products dumped in a trash can, showing the current date and Air Waybill label.

4. Arrange an official destruction report/certificate

Via the Ministry of Food and Drugs, the Ministry of Agriculture, any other import authority, municipality, or whichever organization is authorized to do so in your country. If not possible, please explain the reason in writing. Or use the Meeder Fresh destruction report, signed and stamped by the surveyor.

5. Submit within 14 days

Please provide all documents within 14 days, so we can make the final claim to the airline. Send the documents to sales@meederfresh.com AND your personal contact person at Meeder Fresh.

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- **Under protest:** Objection to the clean receipt of goods.
- **Delay:** Delivery of the goods after the arrival time mentioned on the AWB. Please remember a delay does not always necessarily cause damage in every produce, or give you the right to claim without legitimate evidence.
- **Temperature-recorder:** A temperature recorder (data-logger) is designed to continuously measure and permanently record the temperature of a specific application or condition over a predetermined period of time.

Situation C | Shipment delayed more than 24 hours, expected damage over €/\$1,000

Please follow the checklist below

1. Put a remark on the Proof of Delivery (PoD)*

Make a remark onto the Proof of Delivery under protest that the shipment is delayed and damage is expected. If this is not possible, please explain the reason in writing. Please don't sign for clean receipt!

2. Inform your contact person at Meeder Fresh

Please discuss with your contact person whether a joint survey (airline consignee) is necessary. Depending on the extent of the damage, your contact person will provide the necessary instructions

3. Arrange a survey report

If applicable, or if advised to do so.

4. Photos of the damaged produce

In case no survey is available, please make a minimum of **5 pictures** per damaged item(s), meeting the following requirements:

- **Please note: videos will NOT be accepted as evidence!**
- 1x picture of the whole box. If several boxes have been affected, make one photo of them altogether.
- 1x picture of the label on the box.
- At least 3x pictures of the contents of several boxes, showing both damaged and undamaged items.
- At least 1x picture of the damaged items collectively (as above), including the Air Waybill delivered with the shipment.
- 1x picture of the Air Waybill label on the cover of the pallet.
- A photo of all claimed products with open packaging, showing the current date and Air Waybill label.
- A photo of all claimed products dumped in a trash can, showing the current date and Air Waybill label.

5. Arrange an official destruction report/certificate

Via the Ministry of Food and Drugs, the Ministry of Agriculture, any other import authority, municipality, or whichever organization is authorized to do so in your country. If not possible, please explain the reason in writing. Or use the Meeder Fresh destruction report, signed and stamped by the surveyor.

6. Submit within 14 days

Please provide all documents within 14 days, so we can make the final claim to the airline. Send the documents to sales@meederfresh.com AND your personal contact person at Meeder Fresh

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- **Under protest:** Objection to the clean receipt of goods.
- **Delay:** Delivery of the goods after the arrival time mentioned on the AWB. Please remember a delay does not always necessarily cause damage in every produce, or give you the right to claim without legitimate evidence.
- **Temperature-recorder:** A temperature recorder (data-logger) is designed to continuously measure and permanently record the temperature of a specific application or condition over a predetermined period of time.

Situation D | Shipment arrived under 24 hours delay, but with temperature damage

Please follow the checklist below

1. Inform your contact person at Meeder Fresh

Please discuss with your contact person whether a joint survey (airline consignee) is necessary. Depending on the extent of the damage, your contact person will provide the necessary instructions.

2. Arrange a survey report

Please discuss with your contact person whether a joint survey (airline consignee) is necessary. Depending on the extent of the damage, your contact person will provide the necessary instructions

3. Photos of the damaged produce

In case no survey is available, please make a minimum of **5 pictures** per damaged item(s), meeting the following requirements:

- **Please note: videos will NOT be accepted as evidence!**
- 1x picture of the whole box. If several boxes have been affected, make one photo of them altogether.
- 1x picture of the label on the box.
- At least 3x pictures of the contents of several boxes, showing both damaged and undamaged items.
- At least 1x picture of the damaged items collectively (as above), including the Air Waybill delivered with the shipment.
- 1x picture of the Air Waybill label on the cover of the pallet.
- A photo of all claimed products with open packaging, showing the current date and Air Waybill label.
- A photo of all claimed products dumped in a trash can, showing the current date and Air Waybill label.

4. Arrange an official destruction report/certificate

Via the Ministry of Food and Drugs, the Ministry of Agriculture, any other import authority, municipality, or whichever organization is authorized to do so in your country. If not possible, please explain the reason in writing. Or use the Meeder Fresh destruction report, signed and stamped by the surveyor.

6. Submit within 14 days

Please provide all documents within 14 days, so we can make the final claim to the airline. Send the documents to sales@meederfresh.com AND your personal contact person at Meeder Fresh

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- **Under protest:** Objection to the clean receipt of goods.
- **Delay:** Delivery of the goods after the arrival time mentioned on the AWB. Please remember a delay does not always necessarily cause damage in every produce, or give you the right to claim without legitimate evidence.
- **Temperature-recorder:** A temperature recorder (data-logger) is designed to continuously measure and permanently record the temperature of a specific application or condition over a predetermined period of time.

Situation E | Shipment arrived with visible physical damage

Please follow the checklist below

1. Don't sign for clean receipt, and put a remark on the Proof of Delivery

Make a remark on the Proof of Delivery that the shipment shows visible damage. If this is not possible, please explain the reason in writing.

2. Take photos immediately on arrival

Make a photo at the airport **AND** of the Air Waybill label on the cover of the pallet. Please note: videos will **NOT** be accepted as evidence!

3. Inform your contact person at Meeder Fresh

Please discuss with your contact person whether a joint survey (airline consignee) is necessary. Depending on the extent of the damage, your contact person will provide the necessary instructions.

4. Arrange a survey report

If applicable, or if advised to do so

5. Photos of the damaged produce

In case no survey is available, please make a minimum of **5 pictures** per damaged item(s), meeting the following requirements:

- **Please note: videos will NOT be accepted as evidence!**
- 1x picture of the whole box. If several boxes have been affected, make one photo of them altogether.
- 1x picture of the label on the box.
- At least 3x pictures of the contents of several boxes, showing both damaged and undamaged items.
- At least 1x picture of the damaged items collectively (as above), including the Air Waybill delivered with the shipment.
- 1x picture of the Air Waybill label on the cover of the pallet.
- A photo of all claimed products with open packaging, showing the current date and Air Waybill label.
- photo of all claimed products dumped in a trash can, showing the current date and Air Waybill label.

6. Arrange an official destruction report/certificate

Via the Ministry of Food and Drugs, the Ministry of Agriculture, any other import authority, municipality, or whichever organization is authorized to do so in your country. If not possible, please explain the reason in writing. Or use the Meeder Fresh destruction report, signed and stamped by the surveyor.

7. Submit within 14 days

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- **Delay:** Delivery of the goods after the arrival time mentioned on the AWB. Please remember a delay does not always necessarily cause damage in every produce, or give you the right to claim without legitimate evidence.
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Situation F | Claim procedure for container (sea freight) shipments

Please follow the checklist below

1. Put a remark on the Proof of Delivery (PoD)*

If damage is noticed upon opening the container, please make a remark onto the Proof of Delivery under protest that part of the shipment may be damaged and that further inspection is required. If this is not possible, please explain the reason in writing. Please don't sign for clean receipt!

2. Inform your contact person at Meeder Fresh

Please discuss with your contact person whether a joint survey is necessary. Depending on the extent of the damage, your contact person will provide the necessary instructions.

3. Arrange a survey report

If applicable, or if advised to do so.

4. Photos of the damaged produce

In case no survey is available, please make a minimum of 5 pictures per damaged item(s), meeting the following requirements:

- **Please note: videos alone will NOT be accepted as evidence, but can be sent as additional information!**
- At least 1x picture of the damaged items collectively (for example, when opening the container).
- 1x picture of the whole box. If several boxes have been affected, make one photo of them altogether.
- 1x picture of the label on the box.
- At least 3x pictures of the contents of several boxes, showing both damaged and undamaged items.

5. Arrange an official destruction report/certificate

Via the Ministry of Food and Drugs, the Ministry of Agriculture, any other import authority, municipality, or whichever organization is authorized to do so in your country. If not possible, please explain the reason in writing. Or use the Meeder Fresh destruction report, signed and stamped by the surveyor.

6. Submit within 14 days

Please provide all documents within 14 days, so we can make the final claim to the airline. Send the documents to sales@meederfresh.com AND your personal contact person at Meeder Fresh

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