

# **COOL DISTRIBUTION LTD**



REFRIGERATED TRANSPORT & STORAGE

## TO OUR VALUED CUSTOMERS

As part of our administration procedure with regards to any claim our customers may have, we would like to make you aware of the following guide lines.

All product received by Cool Distribution for delivery must be accompanied by a manifest. When customers deliver product into Cool Dist. a copy of the manifest must be signed by the dispatch staff. This manifest may be left at dispatch or an identical manifest faxed or emailed through to the office by 4.30pm that same day.

All manifests must be filled out correctly including a reference number. This reference number is important as it is used if a trace is required on any delivery.

Product must be delivered into Cool Dist. no later than 4.30pm for delivery the next day.

OSH regulations state that the maximum weight per carton is 20kg. Customers will be notified by Cool Dist. staff if cartons exceed this weight and of any action that may or will be taken.

Cartons must show full physical delivery address.

Packaging must be of such a standard that the product can not move around inside the carton and be damaged.

Product can not be delivered if it is leaking.

Deliveries to out lying areas such as Lodges must have a drop off point located on the main road. We suggest that the cartons not only have the drop off point address but also a contact phone number. Please remember it is not the driver's responsibility to call the Lodge etc. This arrangement is between yourselves and your customer.

Fragile stickers must be put on any cartons that must be top stowed.

Cool Dist. is not responsible for the delivery of any product required to be in a frozen state on delivery. Trucks do not run colder than 0C.

Customers have 30 days from date of delivery to lodge a claim as per the carriage act.

If a POD can be given for a delivery then there is no claim for the product.

If an out turn report shows that the product was not received, and there is no signature on the manifest there is no claim for the product.

Cool Distribution's Terms of Trade are available on the web site [www.cool2k.co.nz](http://www.cool2k.co.nz)

Please sign the acceptance page that is attached as proof that you, on behalf of your company have read, understand and accept the requirements and guide lines set out by Cool Distribution with regards to claims. Please return the acceptance page by post or fax as soon as possible.

Please do not hesitate to call Cool Distribution on 09 5736170 if you require any further assistance.

**CLAIMS PROCEDURE**

On behalf of the company listed below I have read and understand and accept the requirements and guidelines set out in the Claims Procedure.

COMPANY NAME: .....

SIGNATURE: .....

NAME (please print) .....

POSITION WITHIN THE CO. ....

DATE: .....