

COMPLAINTS ROUTINES FRESH PRODUCTS

- I. The deadline for making complaints is 6 hours from the time the products has been received by the customer.
2. All complaints must be made in writing.
3. There must be a documented specification of what the complaint relates to.
4. This documentation should be at the product specific level.
5. The documentation shall include the shipping number, date, invoice date, batch number
6. If there is a complaint related to weight, the customer must document that approved calibrated weight systems are used by them.
7. The documentation shall be taken through images/video/electronic image transmission ex Skype, FaceTime, Teams or similar, and stored in such a way that we can review the materials retrospectively and use it for internal review and training.
8. A written claim shall be made for the amount the customer believes should be credited.
9. We shall have the right to inspect the product and, if necessary, to sell the product to someone else.
- IO. The complaints must be approved/accepted in writing by an authorized person at Primex Norway AS, after which a credit note is issued.
- II. Our complaints routines are notified to the customer when an agreement has been made for the sale of goods. This is part of our terms and conditions of sale.