



Swift & Company®

INTERNATIONAL CLAIM POLICY AND PROCEDURE

All customers (foreign offices) are required to notify our Claims Department as soon as they are aware of any problem and/or discrepancy of any nature.

1. General Issues – Defects Noted at Devanning
 - A. At time of devanning, report any shortage/box damage, or mis-shipped product. Devanning/report tally should be included with notification.
 - B. If there is a temperature issue or obvious quality problem, pull from truck and temp boxes in nose, middle and tail. Note condition of the box and product.
 - C. Digital photos should be taken of any damage or any other obvious defect. Please insure that photos/claim report include copies of product labels, plant establishment number, production dates and box weights. Additional information may be required and requested dependent upon the type of the claim.
 - D. Notification should be made immediately (within 24 hours) to your Swift representative or Swift salesperson. You will be given a claim number which is your acknowledgement that the claim will be investigated. Failure to notify/receive claim number will negate any responsibility by Seller. Note that a claim number does not mean that the claim has been accepted by Seller.
 - E. Seller must be given the opportunity to survey the product.
 - F. Buyer must use proper handling of the product to mitigate any damage. Final disposition of the product will be the responsibility of the Seller.

2. Fresh/Chilled Product

Any quality issues on chilled product must be reported as follows:

Beef	Maximum 60 days from production date noted on box
Pork	Maximum 35 days from production date noted on box

If a problem is detected, follow process as outlined above in “General Issues”.

3. Frozen Product

All quality issues must be reported using the procedures outlined in “General Issues” within 6 months from vessel arrival at destination port.

4. Surveyor

Seller reserves the right to obtain a surveyor to inspect product. If the product is moved or handled improperly until survey can be completed, the claim will be denied. Buyer also has the option to obtain a surveyor. If the claim is determined valid, Seller will pay for Buyer’s reasonable surveyor expense. If the claim is not accepted, Buyer will be responsible for his surveyor expenses.

This document may not be all inclusive, but is intended to be a general summary of Swift & Company’s standard operating procedure related to international claims.