

VINPRO LIMITED



"From grape to glass"

VinPro Courier Claim Policy

Scope:

VinPro provides the coordination and dispatching of Freight and Courier services on behalf of our clients. This policy outlines the responsibilities of each party, and obligations and costs in the event of delivery failures and damages.

Policy:

1. In the case of property of any kind leaving the custody or control of VinPro, risk shall pass away from VinPro at the point where such property passes onto the transport vehicle regardless of who is transporting the property or engages the transport of the property or pays the cost of such transport.
2. If VinPro arranges transportation and/or distribution for the Customer, all the costs of transportation and the risks of damage or loss, delay in delivery or non-delivery shall be those of the Customer and at all times subject to the Carriage of Goods Act 1979.

In the event of Courier Damages

1. The courier will notify VinPro of any damages when a delivery has been endorsed as damaged.
2. VinPro will lodge a notification of damages to the local Courier branch with a request for a damage report. The damage report can take up to 3 days to receive.
3. The client is advised of the damage by VinPro at the same time as a damage report is requested (usually by email).
4. VinPro request the return of damaged cases for inspection and disposal. Any undamaged cases are requested to be delivered.
5. Once damaged quantities and products are confirmed by the Courier, VinPro arrange to pick and dispatch replacement stock immediately. Product is identified within the system as replacement stock for damages.
6. Normal VinPro charges apply to the picking and dispatch of replacement stock.

Making a Claim

1. VinPro will request from the Customer:
 - a. A Pro Forma invoice for the **Retail** value of the product damaged. The value is based on the entire case damaged. *(A Pro Forma Retail invoice is requested to validate the difference between the wholesale and retail value of the product for purposes of the claim).*
 - b. An Invoice to VinPro for the **Wholesale** value of the cases(s) of wine. This needs to be zero rated for GST purposes as per current IRD rulings.



2. The Courier will reimburse the Wholesale value excluding GST of the Product damaged.
3. The customer invoice must be received within 5 days of request to meet the deadlines of the Courier company.
4. A Claim with the Courier company is made by VinPro on behalf of the Client
5. If the shipment is made with PBT, VinPro apply a credit to the customer for the cost of the courier charge of the damaged items. In the case of New Zealand Couriers their policy does not credit the shipment cost, therefore no credit is applied.
6. VinPro will charge the customer a Claim Handling Fee. This fee covers the time involved in lodgement and processing, as well as disposal of returned product.
7. When the Courier Company settles the claim a credit is applied to the customers account for the amount paid by the Courier Company to VinPro.

Product Disposal

1. VinPro request the return of the entire case in regards to damaged stock.
2. Upon receipt of damaged product, VinPro dispose of the Wine, Bottles, Caps and packaging on behalf of our customers.
It is recognised that as a result of the force involved with a breakage or damage claim, remaining bottles are at risk of glass shards, label or cap damage which may not be immediately noticeable.
We value the reputation of our customers and ensure there is no product risk to consumers being exposed to damaged or compromised product.