

POLICY ON NON DELIVERY OF FRESH FOOD

As a consolidator of courier traffic, 3B use other national carrier networks to provide final delivery services. No other courier networks provide insurance for fresh produce and any compensation provided by 3B is made as a goodwill gesture.

Customer Commitment

Items are securely packaged with correct full address and contact telephone number.

No prior warnings have been provided by 3B as to anticipated delivery problems (weather etc).

3B will provide compensation as follows provided that no exclusions apply:

PREMIUM SERVICES

OUT OF TIME BUT DELIVERY OK	WE WILL CHARGE YOU FOR THE ACTUAL SERVICE WE PROVIDED (FOR EXAMPLE, DELIVERY BEFORE 10.30 A.M.) RATHER THAN CHARGING YOU THE PRICE WE QUOTED FOR THE SERVICE YOU ASKED FOR (FOR EXAMPLE, DELIVERY BEFORE 9.00 A.M.).
NOT DELIVERED NEXT DAY	NO DELIVERY CHARGE AND A REPLACEMENT SENT FREE OF CHARGE ON AN EQUIVALENT SERVICE
LOSS OF GOODS	50% OF COST OF THE GOODS, NO DELIVERY CHARGE AND A REPLACEMENT SENT FREE OF CHARGE ON AN EQUIVALENT SERVICE

NEXT DAY SERVICE

NOT DELIVERED NEXT DAY

NO DELIVERY CHARGE AND A
REPLACEMENT SENT FREE OF CHARGE ON
AN EQUIVALENT SERVICE

LOSS OF GOODS

50% OF COST OF THE GOODS, NO
DELIVERY CHARGE AND REPLACEMENT
SENT FREE OF CHARGE ON AN
EQUIVALENT SERVICE

Compensation can be provided for the cost value of any shipment for loss or damage for an extra £1 per consignment. This must be pre-advised to 3B by fax or email along with consignment cost details and the shipment must be in accordance with the customer commitment detailed above

Exclusions

- Natural disasters (such as floods), including unfavourable weather conditions.
- War, invasion, terrorism, riot or any similar event.
- The goods being legally seized, confiscated, destroyed or damaged by any authority.
- Any act or omission by you or anyone acting on your behalf.
- Any natural wastage of, fault in or deterioration of the goods.
- Insufficient or incorrect packaging of all or some of the goods.
- Insufficient or incorrect addressing of all or some of the goods.
- Insufficient or incorrect information in any consignment note filled in by you.
- Any labour dispute or disturbance of any kind.
- Any events beyond our control including congestion and delay.

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