

# How 5 easy steps will (almost) get you to qualify 100% for our money back guarantee

## 1. Follow the SAMPLE BOX procedure:

Please see the images below for a visual representation of the SAMPLE BOX. The SAMPLE BOX temperature represents the entire load of your booking.



**2. The customer must prove temperature at collection AND delivery by using its own needle probe to probe a SAMPLE BOX provided by the Sender/Customer (R638 rules apply):**

- Mark the box as SAMPLE BOX.
- If more than one pallet is booked: one SAMPLE BOX is allowed. This will represent temperature of all the other pallets.
- Enter data on the waybill.
- If there is a temperature discrepancy between temperatures taken when collecting and temperature when delivering – complete the LMC Express Temperature Deterioration report and phone any of the customer care helplines – **WHILE THE TRUCK IS STILL ON YOUR PREMISES.**

**3. Load your pallet perfectly:** see our video how this is done

<https://youtu.be/cbNNTYP9B08>

**4. Report ANY problem when offloading:**

Report damages, shortages and temperature deterioration issues by completing the relevant documentation.

Follow the instructions on these forms – we will gladly mail these forms to you; our drivers also have them on board.

**5. Check out the product types under which circumstances do not qualify for our insurance:**

- Clause 10: 10.2 All LTL (Less than Full Truckload) consignments consisting of ice cream, frozen yogurt, ice lollies, ice pops, fresh fruit, fresh vegetables, fresh herbs, fresh fish and frozen croissants are transported at the risk of the Customer unless the loss or damage was caused by an accident whilst the product was in our vehicle or a breakdown/malfunctioning of the cooling unit or due to public unrest.

Please visit the below link to view an example of what a thermometer probe is and where you can purchase one:

[testo 106 food thermometer kit | Immersion and penetration temperature measurement | Temperature | Parameters | Testo SA](#)

***And finally, if you want to wear belt AND braces – read attached clause 11 of our T&C***



**Customer Care helpdesk numbers:**

**Durban:**

**Tel:** 031 940 1100

**WhatsApp:** 060 570 8252

**Cape Town:**

**Tel:** 021 551 7668

**WhatsApp:** 073 758 2255

**Johannesburg:**

**Tel:** 011 974 6428

**WhatsApp:** 060 570 7935