



P.O. Box 37016, Chempet, 7442, South Africa

**Cape Town Branch**

Telephone No: (021) 551 7668

**Johannesburg Branch**

Telephone No: (011) 974 6428

**Durban Branch**

Telephone No: (031) 940 1100

[www.lmcexpress.co.za](http://www.lmcexpress.co.za)

**REQUIREMENTS FOR A CLAIM DUE TO TEMPERATURE DETERIORATION**

**Feb 2021**

1. Customer must prove temperature at loading / handing product over at an LMC Express Depot by using its own needle probe to probe a SAMPLE BOX provided by the Sender/Customer. The temperature must be witnessed by an LMC Express employee and entered on the LMC Express Waybill (R638 rules are applicable).
2. Calibration information with regards to the needle thermometers must be available.
3. Customer must prove temperature at delivery / collection of product from an LMC Express Depot by using its own needle to probe the same SAMPLE BOX mentioned in point 1. The temperature must be witnessed by an LMC Express employee and entered on the LMC Express Waybill (R638 rules are applicable).
4. The LMC Express TEMPERATURE DETERIORATION REPORT must be filled in whilst LMC Express vehicle is still on site and witnessed by the LMC Express driver. The LMC Express driver must inform the Operations Department immediately before departing from the site.
5. The LMC Express TEMPERATURE DETERIORATION REPORT must be filled in upon collection of a consignment from an LMC Express depot and witnessed by an LMC Express employee at the respective Branch. The LMC Express employee must inform the Operations Department immediately before departing from the site.
6. The only temperature data which will be evaluated by LMC Express will pertain to the SAMPLE BOX. No other boxes will be allowed as evidence of temperature deterioration.
7. The LMC Express TEMPERATURE DETERIORATION REPORT must be completed 100%; any omission will result in refusal in considering any claim. The instructions on this document must be followed to the letter. The onus is on the customer to inform the respective receiving customer / consignee of this procedure.

**LMC EXPRESS (PTY) LTD**

CAPE TOWN: Unit 8 & 9 Drill Park, 3 Drill Avenue, Montague Gardens

JOHANNESBURG: Unit K1, Roete 24 Business Park, 50 Herman Street, Meadowdale

DURBAN: 10 Goshawk Road, Unit 2, Mountain Ridge, New Germany, Pinetown

Directors: L.M. Conradie | W.S. Lubbe | M. Honeyborne – Wright | A. Muller

Company Registration Number: 97/12971/07 | VAT Registration Number: 4190178907

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8. Should the customer wish to submit a claim, the following documents and procedures are required:-
  - 8.1. LMC Express Waybill reflecting temperatures as in points 1 & 3.
  - 8.2. Thermometer calibration certificates.
  - 8.3. Temperature deterioration report completed correctly and procedure as per this report followed.
  - 8.4. Invoice of damaged goods at COST price value.
  - 8.5. Damaged goods must be kept until an insurance assessor can inspect the product, unless there is a written agreement between LMC Express and the Customer to make an alternative arrangement.
  - 8.6. A written arrangement is required between the customer and LMC Express with regards to the disposal of damaged goods. Example:-will the customer dispose of it, will LMC Express collect it?
  - 8.7. The customer has three (3) weeks (21 days), including weekends, from incident to submit a claim with all the correct documentation, failing which the claim will be rejected.

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