

Temperature Deterioration Report



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TEMPERATURE PROCEDURE (R962 - ACT 54 OF 1972 REPLACED BY R638 APPLIES)

1. NO CLAIM FOR INCORRECT TEMPERATURE WILL BE CONSIDERED BY LMC EXPRESS (PTY) LTD UNLESS THE FOLLOWING PROCEDURE HAS BEEN FOLLOWED BY THE CUSTOMER: (If this form is incomplete, your claim may be rejected)

1.1. Phone the relevant LMC Express (Pty) Ltd Planner at the LMC depot nearest to you to report the temperature deterioration **whilst the delivery vehicle is still on site.**

1.2. Complete the temperature report and email it to customercare@lmcexpress.co.za within 12 hours of detecting any temperature deterioration. The LMC Express (Pty) Ltd waybill/POD must be endorsed with the temperature deterioration reported **and the sample box temperature entered.** Claims reported after 12 hours from incident will not be considered.

TEMPERATURE CLAIM REQUIREMENTS

2. NO CLAIM FOR INCORRECT TEMPERATURE WILL BE CONSIDERED BY LMC EXPRESS (PTY) LTD (PTY) LTD UNLESS THE FOLLOWING CONDITIONS ARE MET:

2.1. Please note that LMC Express (Pty) Ltd does not accept any liability if the consignor (dispatching client) cannot prove that the product was loaded at the required temperature (see the sample box procedure of LMC Express (Pty) Ltd.

2.2. The only acceptable method of product temperature measurement permitted by LMC Express (Pty) Ltd in obtaining accurate temperature readings will be an invasive method whereby the product is physically penetrated by the temperature measurement device needle at the time of loading (hence the sample box procedure).

2.3. No claim for incorrect temperature will be considered in the event that the consignment is collected from and LMC Express (Pty) Ltd depot and temperature is not checked upon receiving and witnessed by an LMC Express (Pty) Ltd employee. The onus is on the collecting party to check and verify temperatures at the time of collection.

2.4. No claim for incorrect temperature will be considered if the products are delivered or collected at an LMC Express (Pty) Ltd depot with a non-refrigerated vehicle.

2.5. No claim for incorrect temperature if the pallet does not adhere to LMC Express (Pty) Ltd pallet specifications.

2.6. Variances: we allow for a variance of $\pm 3^{\circ}\text{C}$. No claim is valid within this variance range. ***In relation to the SAMPLE BOX**

3. All claims will only be considered having regard to LMC Express (Pty) Ltd Terms and Conditions.

4. The onus is on the receiver to notify the debtor (CLIENT) of any temperature issues reported. There is no timeline on when LMC Express (Pty) Ltd will notify the CLIENT regarding the issue reported.

5. Please note that there are delays in the paperwork received from DC deliveries.

6. Provided the prescribed procedure has been followed, the client has two (2) weeks (14 days), including weekends from incident to submit a claim with all the correct documentation.

7. Should you consider submitting a claim, the product must be kept by the consignee for the inspection of the insurer's assessor.

8. The only temperature data which will be evaluated by LMC Express (Pty) Ltd will pertain to the sample box. No other boxes will be allowed as evidence of temperature deterioration.

9. Only in the event that the temperature of the sample box taken upon collection varies from the sample box temperature taken upon delivery and witnessed by an LMC Express (Pty) Ltd representative, will it constitute a possible formal claim.

DATE	TIME	ROUTE	WAYBILL/POD
Consignor company name (dispatching client)			
Consignee company name (receiving client)			
Estimated value of temperature deterioration in Rands		R	
Temperature of the sample box (invasive method via probing)			
LMC Express staff member has witnessed the temperature of the sample box		Yes	No Name & Sign:
Number of pallets / boxes not adhering to required temperature			
Name & make of temperature probe *instrument used to record the temperature			
Name of the company used to calibrate the instrument			
Date the instrument was last calibrated			
INFORMATION REQUIRED			
Contact name (full name of the person completing the report)			
Contact telephone/cell phone number of the person completing this report			
Capacity (designation of the person completing the report)			
Signature of the person completing the report			
Reported to (LMC Express (Pty) Ltd Planner to whom the issue was reported)			
LMC Express (Pty) Ltd driver (full name)			
Signature of LMC Express (Pty) Ltd driver (driver signs that he agrees with entries on this document)			