



Superior Farms - Wesco - Boston Lamb & Veal - Superior/Colorado-Mountain Meadows-Southland Meat Co.

**Transhumance Holding Co., Inc.
Claim Policy**

This policy applies to all THCi customers to include Superior Farms, Wesco, Boston Lamb & Veal, Superior Colorado / Mountain Meadows, and Southland Meat Co.

- At time of delivery, customer shall provide immediate telephone notification to their sales contact of alleged defects, discrepancies, or any situation that would impair value of goods or justify payment of less than amount billed (“Claims”), at which time a claim number will be assigned. Assignment of a claim number shall not constitute approval of customer’s claim; final approval may only be given by the Claims Department in writing. Within seven days after such telephone notification, customer will need to send documentation to support the Claims. All correspondence should be addressed to **ATTN CLAIMS DEPARTMENT** at the appropriate address, below:

SUPERIOR FARMS	BOSTON LAMB & VEAL	SUPERIOR COLORADO	SUPERIOR FARMS
WESCO		MOUNTAIN MEADOWS	SOUTHLAND DIVISION
1477 DREW AVE # 101	155 SOUTHAMPTON ST	4900 CLARKSON	2851 EAST 44th ST
DAVIS, CA 95616	BOSTON, MA 02118	DENVER, CO 80216	VERNON, CA 90058
PHONE: 530-279 3535	PHONE: 617-442-3644	PHONE: 303-749-5284	PHONE: 323-583-5503
FAX: 530-758-2054	FAX: 617-442-1445	FAX: 303-269-1992	FAX: 323-583-6450

- Notification of Claims must be made to the THCi salesperson in all cases within 72 hours of delivery of the goods. If notice is not so made, then customer waives all Claims, accepts the goods as conforming in all ways to sale and will timely submit full payment.
- Claims for price discrepancy must be pre-approved by the salesperson and the Claims Department in writing prior to deducting from payment.
- Any product returned for credit must be in the original shipping container and cryovac bag. If not returned in its original container it may be returned to the customer and the Claims will be denied.
- Claims for off-condition, returns, or wrong product shipped must have the bar code serial number (see attached sheet) reported before the claim will be approved. If more than 10 cases are being returned then only 9 serial numbers will be needed to verify age and date shipped, before approval will be given.
- Claims for spoiled products must be accompanied with the original case label, thereafter, the product may be returned to a THCi plant in order to be considered for Claims Department approval.

Payments for less than the amount invoiced must be authorized in writing by the Claims Department. Assignment of a claim number to customer by THCi or acceptance of partial payment from customer shall not constitute final approval of customer’s claim nor shall it be considered a waiver of any of customer’s obligations or THCi’s rights. THCi reserves the right to deny any claim that is untimely and/or submitted with incomplete information.