

## PRODUCT GUARANTEE

### COMMITMENT TO QUALITY

At Beacon Fisheries it is our highest priority to provide quality products to our valued customers and to stand behind those products with excellent service. In the perishables business there are product related issues that can occur and need to be resolved in a timely manner. Should you ever experience any product quality issues from Beacon Fisheries and need to submit a claim, we ask that you follow the following procedure to expedite your claim.

### OUR CLAIMS POLICY

**PRODUCT ACCEPTANCE** – within 24 hours of order delivery it is the responsibility of the customer to make an initial inspection of the delivered products. Based on initial inspection any discrepancies in the order must be communicated to your Beacon Sales Account Manager within 24 hours of delivery. Holidays and weekends will be not be counted as business hours.

**FRESH PRODUCTS** – Acceptable claims include variances in size, color or smell.

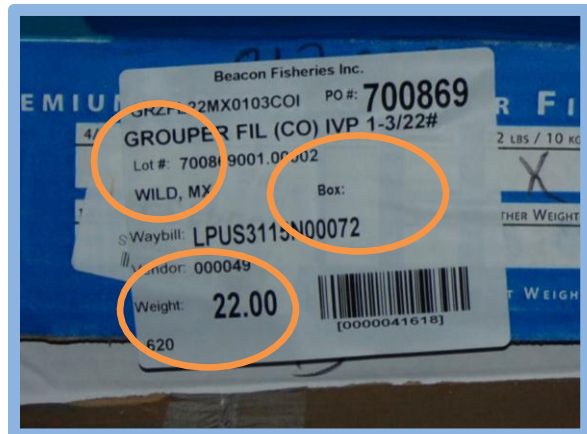
**GRADED PRODUCTS** – TUNA / SWORD – Product downgrade claims must be made within 24 hours of product acceptance. Acceptable claims include overall texture, burn, odor and overall color. Claims made after 24 hours of acceptance will not be honored.

**HIDDEN DEFECTS** – Fresh products that are found to have hidden disease such as Sashi, tumor or cancer are acceptable claims for up to (7) days after delivery acceptance.

**FROZEN PRODUCTS** – Products and packaging are occasionally damaged in transit or may have other product related issues such as size variance or freezer burn.

### REPORTING A CLAIM

- Claims must be reported within 24 hours of delivery acceptance
- Claims must be reported directly to your sales account manager in writing (via email or fax).
- Claims must include the following (3) important bits of information:
  - o Box #
  - o Weight
  - o Lot # of product
- Photos required on all product quality claims illustrating the issue.



## PRODUCT RETURNS

- RETURN AUTHORIZATIONS (RA) – ALL product returns require a RA number issued from Beacon Fisheries. This will ensure that your invoice credit along with pre-paid return freight will be handled in a timely manner.
- PACKING - product returns must be sent back in the original packaging with adequate ice or gel packs...save the original boxes until product has been inspected.
- PRODUCT INTEGRITY - Product must be returned in the same condition as the product was delivered. This includes but is not limited to:
  - Sufficient ice to maintain the integrity of the product
  - A working and usable box
  - The product in the same manner as was received. (in most cases, whole)
    - Loined fish will only be accepted if Beacon has authorized the customer to cut the fish, or a disease which was listed under hidden defects.
- FREIGHT – Beacon Fisheries will pay for freight associated with product returns ONLY if a Return Authorization has been issued. Products returned without a RA will not be credited or the freight charges paid.
- TIMING – Once a return has been authorized, the customer must put the fish on the next available truck or flight (only if approved by Beacon).
  - Returns not handled in a timely manner, will discount the amount of the credit being issued.
  - Product returns are scheduled back into inventory so they can be resold. Customers not returning products as agreed will limit Beacons options for resale and therefore any agreed upon credit amount will be subject to change based on the delay circumstances.
- PRODUCT DISPOSAL
  - Only a Beacon Fisheries product manager or a member of the purchasing office can authorize a product disposal. Sales Accounts Managers are not authorized to approve the disposal of a product.

## WHAT YOU CAN EXPECT FROM BEACON FISHERIES

- Timely responses to your initial claim - within 24 hours
- Follow-up by product managers until issue satisfactorily resolved
- Reasonable and timely price adjustments - most claims agreed upon within 72 hours.
- Return credits ONLY issued after product received back in Beacon warehouse
- Professional and courteous service