

Posorja, July 06th, 2021

CLP1850721

Hüpeden & Co.
Germany

Dear customer,

In reference to the claim referred by: "We noticed damaged and open trays on container GLDU5289345 during unloading, the customer reports us 25 crts damage and We noticed damaged and open trays on container MEDU 1770457 during unloading. We therefore had to dispose 11 crt. as damaged.

Product: Solid in Brine

Brand: Ja

Containers: GLDU5289345 and MEDU 1770457

Invoice: 6875

Once revised and analysed the photos sent in this claim, it is concluded that the cause is originated by the fork of the Push&Pulls forklift at the moment of placing a pallet on top of another one inside the container and then expelling it with the Push&Pulls system, it collapses the boxes, and it is not possible to be detected by the forklift operator.

Action correctives:

- Induction to forklift operators during the handling of the product with the Push&Pulls system inside the container.
- Reinforce the verification of the raised lids on the top row of pallets or place cardboard sheets to avoid the friction of the film roll with the forks if necessary.

We regret the inconvenience caused and take the present to reiterate our desire of service and remain at your disposal to solve any doubt that may arise regarding this matter.

Best regards,



Lucciola López
Chief Quality
file