



Terms and Conditions for Sale of Basil and other Herbs

At PacFresh LLC we take great care in making sure your order is picked fresh, packed fresh and delivered fresh to the airline (where it is inspected again by the Department of Agriculture). If your order arrives with Heat/Cold damage or Spoiling it is always due to mishandling by the Airline. In this case it is your responsibility to file a claim with the specific Airline. Please contact them immediately to initiate a claim and we will provide you with the documents that they require from us to expedite your claim.

The following are email addresses for airlines we use, Claims Dept.

United Air Cargo - ualcargoclaims@united.com

Delta Air Cargo - 670cargoclaims.delta@delta.com

US Air Cargo - http://www.usairways.com/en-US/Resources/downloads/traveltools/claim_form.pdf

If your order arrives specifically with bug damage, you must report this to us by fax at (808) 593-1567 or email scottm@pacfresh-hawaii.com within 24 hours of receipt. We require that you send a picture of the damage with our PacFresh box and bags intact. Due to the perishable nature of our products, we do not allow Returns or provide Refunds for any reason. If there is minor damage (under 10% per case), we consider this "acceptable loss" based on Industry Standards which will be absorbed equally by us and you, the customer. In the event that the damage exceeds 10% we will require a USDA/Third Party Official Inspection, the cost to be shared equally by both parties. The Report must include the Airway Bill number and extent and cause of damage. You must leave all remaining boxes unopened as required by the USDA prior to inspection. After the review, at our discretion, if we choose to credit your account, credits will exclude packing, handling and freight charges.

Please keep in mind that we are not responsible for shipments that spoil if there is not someone to receive your shipment on the date we have indicated on your Invoice. We will Fax a copy of your invoice with shipping information and Airway Bill# at least 24 hours prior to arrival.

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