



Release of Liability for Frozen Products

Company Name:

AWB#

Please be advised Benchmark Export Services, Inc. policy regarding the handling of frozen products during transit for air freight shipments. Due to the intrinsic nature of the air freight business, Benchmark Export Services, Inc. shall not be held liable for arrival temperatures at destination for any reason including damage to freight, delay in transit, etc. Air freight shipping does not allow for full protection of the goods to maintain a frozen temperature while in transit. While there are packaging materials available to us that will allow us to minimize the temperature fluctuation in transit, these materials will not guarantee the arrival of your product in a frozen state and as such we cannot assume liability for the arrival temperature for goods of this nature for any reason. We do recommend the use of Envirotainers for all frozen shipments which utilize LD3 and LD7 containers at an additional charge. These containers will ensure your product will arrive at the optimal temperature. If you wish to ship *without* the use of Envirotainers, dry ice, insulation, we will honor your request; however, Benchmark Export Services, Inc. will require a release of liability be completed prior to shipping.

We will file a claim with the carrier under the following circumstances only:

- 1) Product was damaged physically in transit such as crushing.
- 2) The claim is the result of a shipping delay in transit of more than 72 hours for international shipments.

In the event a claim is required to be filed with the carrier, all Benchmark Export Services, Inc. services and air freight charges are to be paid in full within our predetermined payment terms. Claims will be filed with the carriers on your behalf and you will be updated periodically as to the status of settlement. We will make every attempt to obtain a settlement to your satisfaction.

Please visit us at www.benchmarkexport.com for claim procedures.

By signing below you acknowledge our policy regarding the air freight transportation of frozen goods and understand Benchmark Export Services, Inc. will not assume any liability for claims and all charges must be paid in full regardless if there is a problem with any shipment.

Print Name

Signature

Date

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