	FOOD SAFETY MANAGEMENT SYSTEM	CODE: 8-PO-007
	PUBLISHABLE POLICY FOR EXPORT CLAIMS	VERSIÓN: 0

All claims must be formally submitted in writing via email through the official communication channels of Nuevo Carnic.

The Client is required to inspect the received product promptly upon delivery. The Company shall not accept claims submitted after the following timeframes have elapsed:

- a) Clients located in Central America shall have a maximum period of 10 business days from the date the container was loaded and invoiced.
- b) Clients located in Mexico shall have a maximum period of 15 business days from the date the container was loaded and invoiced.
- c) Clients located in the United States shall have a maximum period of 3 months from the date the container was loaded and invoiced.
- d) Clients located in Spain and Asian countries shall have a maximum period of 4 months from the date the container was loaded and invoiced.


All claims submitted by the Client must be duly supported by sufficient and verifiable evidence demonstrating the alleged non-conformity, including but not limited to: photographs of the physical product, photographs of the box label with all information clearly legible, photographs of the packaging, video recordings demonstrating the non-conformity, laboratory test results, and any other relevant documentation applicable to the claim. All supporting documentation must be submitted via email.

Completion and submission of the official Nuevo Carnic Export Claims Form shall be mandatory for the processing of any claim.

Claims arising from force majeure events or external causes beyond the reasonable control of the Company shall not be accepted.

In the event that a claim is deemed valid, Nuevo Carnic shall proceed with its assessment and resolution. Following evaluation, the Company may determine, at its sole discretion and subject to prior authorization from the relevant departments, whether the issuance of a credit note is warranted.

Each claim shall be assessed in a technical, objective, and impartial manner, ensuring transparency and compliance with the applicable commercial agreements.

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	PUBLISHABLE POLICY FOR EXPORT CLAIMS	ISSUE DATE: 19-03-2026

Reviewed by:
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