



Claim Process

In the event of a claim, please follow this procedure to expedite the process.

1. Claims must be received within 30 days of arrival at the intended country port.

Claims will not be accepted if received after the timeframes stated above.

2. Claims must be written and submitted to Panda Recycling B.V. preferable in English. Verbal claims will not be accepted.
3. Submitted claims must include a calculation of the claim amount to include the following:
 - a.. Tonnage
 - b. Moisture percentage
 - c.. Price
 - d. All other costs (listed separately)
 - e. Total cost
4. For quality claims, a photo must show the container number with the left door open and the right door closed indicating the container number. Photos must also be taken while the container is being off loaded and must clearly evidence that claimed material is unloaded from indicated containers.
5. For moisture claims, percentage and total tonnage must be submitted along with appropriate photos indicating the water content.
6. For light or short weight claims, legible certificate scale tickets must be submitted.
7. All claimed third party costs must have a clear, legible invoice that matches the claimed cost.
8. Correct bank details along with an email address or fax number should be submitted in case payment is necessary.
9. Once the claim is settled and agreed to by both parties, a written acceptance confirmation signed by the customer is required.

Following the procedures above will assist in expediting the claim process. Thank you.

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