

REGULATIONS OF RECLAMATION XAVEROV,a.s. IČ : 27460363

The seller delivers the good (day-old chicks) according to company standards.

Defects in the delivery of day-old chicks may be claimed by the customer from the seller according these conditions :

- address for receiving reclamations is Kutnohorská 474, 281 63 Kostelec nad Černými lesy
- e-mail : reklamace@xaverov.com
- form of reclamation : inform our service employee of company XAVEROV,a.s. in the region by the phone and then by e-mail or registered letter.
- deadline for notification : Reclamation of goods must be notified immediately after the discovery of a delivery defect, no later than 24 hours, no later than 5 days

Conditions of reclamation :

Needed forms from buyer :

- Packing list or transfer protocol
- Results of autopsy finding and a bacteriological examination of chickens from the State Veterinary Institute (SVI)
- Official analysis SVI used feed for health safety (molds, mycotoxins, acidity, coli, clostridia, salmonella) bedding (molds) and water
- Results of analyzes of smears from halls before storage of day-old chicks
- Proof of chicken losses on individual days
- Water consumption and it's safety
- The supplier takes a guarantee for the quality of the delivered chickens up to the age of 14 days
- Important conditions for accepting a reclamation is compliance with the technological procedure for fattening a given combination of chickens by the customer. In the case of death or other damage as a result of non-compliance with the above technological procedure or failure to ensure immediate acceptance of the delivery by the buyer upon arrival of the vehicle at the destination, the seller is not liable for damage.

Upon request, the seller is obliged to submit a record of the temperature during the transport, the temperature must be between 27 and 37.5 °C

Reclamation procedure :

The validity of reclamation will be checked by the service technician of company XAVEROV,a.s. at fattening immediately after notification and in agreement with the customer.

Service technician XAVEROV, a.s. check :

- Quality of the environment for housing of chickens
- Reclamation quality of chickens
- Process of deaths and bracket after days in individual halls
- Used medicines or other support means
- Process of these chickens pledges and their results. Temperature, humidity and quality of ventilation in the halls
- Number of feeders and drinkers - water and feed consumption

Compliance with the technological process, zootechnical and zoohygienic requirements for chickens fattening

If case of high mortality of chickens, the customer is obliged to take measures as soon as possible to prevent unjustified losses of chickens and to start treatment at the discretion of the veterinarian.

Claim to reclamation about a partial delivery of chickens or a non-standard delivery, arises if the above conditions are observed and the standard of losses is exceeded within a period of up to 14 days of fattening:

Standard : 1. week = 1,5 %
2. week = 0,7 %

Total mortality till 14 days will be reduced by the 2,2 % (standard of mortality) and by the provided bonus.

It is necessary to make a record of the reclamation meeting, which will be signed by all participating employees.

After evaluating the documents for the reclamation procedure, a decision will be made on the justification of the reclamation. The result will be notified to the customer within 45 days of resolving the reclamation.

In the case of a positive ramp sample for Salmonella Eteritidis and Typhymurium, this sample will be compared with a duplicate sample from the supplier and the delivered chickens will be treated on the recommendation of a veterinarian. The buyer will initiate negotiations with the supplier, where compensation will be agreed.

City: Kostelec nad černými lesy

Date: 1.1. 2020

XAVEROV, a.s.

Kutnohorská 474
281 63 Kostelec nad Černými lesy
DIČ: CZ27460363

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XAVEROV, a.s.

Ing. Štěpánek Zdeněk, Místopředseda představenstva