

Quality document- when should I make a claim?

Svenska Retursystem develop and operate an efficient reusable system that simplifies and improves our customers' logistics and distribution of goods. The aim of the system is to minimise the use of disposable packaging in order to increase efficiency and sustainability.

The system is based on that each Returnable Transport Item (RTI), tray or pallet is being used approximately 100 times before the plastic material is recycled. As a user you may not expect RTIs to be of the same quality as newly manufactured products.

As the system is jointly owned by the food industry, all users may contribute to maintaining high quality standards by following the rules that apply when using Svenska Retursystem's RTIs.

How do I make a claim of a product from Svenska Retursystem?

It is important that we receive information about any defects in our products and/or services, hence we encourage you to notify us of any products that do not meet our quality standards by sending us a claim.

Even if the RTIs seem to be fit for purpose, we encourage you to claim any defects. This helps us with our quality work at our logistic centers. If the products are considered unsuitable for use, we will obviously replace them.

The table below shows our quality standards and which claim cause to select if making a claim in the customer interface:

Delivery	Claim cause
If your delivery does not arrive on the date which you have ordered your RTIs for, then it is obliged for a claim.	Claims Transport
Deliveries are made weekdays Monday to Friday between 07.00 - 17.00. Deviations may occur by agreement.	Claims Transport
Deliveries are made according to order – correct products and correct quantity.	Claims Incorrect Article or Claims Incorrect Quantity
The driver must have the shipping document at delivery.	Claims Transport

Service goal Trays	Claim cause
The trays must be intact ¹ and have a working bracket function.	Claims Broken
Trays must have no odour.	Claims Unclean
The trays must be clean but label and/or adhesive residue may occur:	
<ul style="list-style-type: none"> Label residue must not exceed a total of 22 cm² on all 10 sides of the tray (4.7x 4.7 cm). 	Claims Label
<ul style="list-style-type: none"> Product residue must not occur. 	Claims Unclean
<ul style="list-style-type: none"> Metal or metal labels must not occur 	Claims Unclean
The tray must not be wet.	Claims Wet
The tray must not be discoloured.	Claims Unclean
The modules' load securing, plastic shroud, must be intact and in accordance with the order.	Claims Unclean

Service goal Pallets	Claim cause
Pallets must not be broken, but minor damage and deformations that do not affect the stability or function of the pallet may occur.	Claims Broken
Pallets must be drip free, i.e. do not leave a wet patch on the floor.	Claims Wet
Pallet runners or tyres must be free from foreign objects, such as product residue, wood chips, glass, gravel, metal, earth, clay etc.	Claims Unclean
Pallets must have no odour.	Claims Unclean

¹ Small variations in shape may occur. Intact trays with certain shape defects can also be claimed for in agreement with Svenska Retursystem.