

## Container receiving and quality issues reporting instructions

Dear valuable customer,

To better control the quality in the whole chain of supply, hereby we kindly ask you to follow these steps when you receive the containers:

### 1- Temperature recorders checking:

1-1-Before anything else, even before unloading, please check the temperature recorders in your containers and send us the graph by email. You may send it to your sales manager, or our colleague in the quality control department ([Paul.van.Haaster@vandenbos.com](mailto:Paul.van.Haaster@vandenbos.com))

1-2- In case the recorders show a different temperature compared to your request / our settings, please:

- 1-2-1. Contact your transport insurance company immediately.
- 1-2-2. In case we arranged the insurance for the transport, please contact us immediately.
- 1-2-3. Do NOT unload the container before you get a confirmation from the insurance company to unload. Sometimes, the insurance companies want to check the container by their inspectors before it is unloaded.
- 1-2-4. We kindly advise that you mention on your bill of loading that you did NOT receive the bulbs with the requested temperature. It can be helpful for your insurance claim.

### 2- Bulbs quality check

2-1- Please take 1 box per lot number, open the plastic bag, and put the boxes in a dark room at 10 to 15 degrees for 24-48 hours to defrost.

2-2- After defrosting, please check the bulbs for the following issues:

- ✓ Penicillium (Picture 1 in the annex)
- ✓ Black Sprouts (Picture 2 in the annex), then you should cut only a couple of bulbs.
- ✓ Long Sprouts (Picture 3 in the annex)
- ✓ Scale Rot (Picture 4 in the annex)

2-3- In case you see any of the abovementioned problems, please take a picture and video including labels and lot numbers and send it to us immediately. You may send it to your sale manager, or our colleague in the quality control department ([Paul.van.Haaster@vandenbos.com](mailto:Paul.van.Haaster@vandenbos.com))

2-4- The deadline to send your quality check report is 1 week after receiving the container. In case you do not send this report to us during this period, we assume all your bulbs are ok when you receive them.

### 3- Growth problems during the cultivation

1-3. In case of any kind of growth problems like virus or bud count issues, please take pictures and videos including labels and lot numbers as soon as you see the problem and send it to us immediately. Hereby we would like to emphasize that we must receive these problem reports during the cultivation and before the harvesting of the flowers. The reason is that our sales managers or our representatives sometimes need to check the crop at the growing location. You may send the information to your sales manager, or our colleague in the quality control ([Paul.van.Haaster@vandenbos.com](mailto:Paul.van.Haaster@vandenbos.com)).

2-3- In case you do not send this report to us before harvesting the flowers, we can not take any responsibility for the quality claims as we are not able to check the crop at the growing location anymore.

**Annex:**

Picture 1: Penicillium



Picture 2: Black Sprouts



Picture 3: Long sprouts



Picture 4: Scale rot



Picture 5: Healthy sprout

