

## CLAIM TERMS 索赔条款

Valid from 生效日期: 01.04.2026

Revision 版本: 1.0

Approved by 审批人: Eirik Nikolaisen, Commercial Director

### 1. Purpose 目的

This document defines the standardized claim handling process between customers and Nordlaks Sales AS. The objective is to ensure efficient processing, minimize financial losses, and ensure fair and objective documentation.

本文件制定与客户之间标准化的索赔处理流程，旨在保障流程高效推进、尽量减少财务损失，并确保索赔资料的公允性与客观性。

### 2. Communication 沟通准则

All claims must be addressed directly to the responsible Nordlaks Sales representative **by e-mail and the attached Claim Form**. Customers must notify Nordlaks immediately upon discovery of deviation and actively work to mitigate losses. Goods must not be destroyed without prior written approval from Nordlaks unless required due to food safety concerns.

所有索赔事宜均须通过邮件并附上《索赔申请表》（见模板），并直接提交至 Nordlaks Sales AS 对应负责销售代表。客户发现货物异常后，须务必立即通知我司，并主动采取措施减少损失。除因食品安全问题必须处理外，未经本公司的书面批准，不得擅自销毁货物。

### 3. Notification Deadlines 通知时限

**Fresh products; HOG and VAP 新鲜产品：整鱼（HOG）及去刺鱼片（VAP）**

• Quality claims 质量索赔:

- within 48 hours after reception including complete documentation.  
自货物签收后 48 小时内提交，且需附带完整索赔资料。

- Logistics claims 物流索赔:

- All cargo transportation will unfortunately always be subject to risk, where discrepancies and incidents may occur.  
货物运输存在固有风险，应知悉可能发生各类货差及意外情况。
- the liability will apply to the various parties involved and will be governed by the agreed Incoterms  
相关责任由各涉事方承担，并按双方约定的国际贸易术语解释通则执行。
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- discrepancies must be noted on CMR/POD, signed by customer and carrier, and reported within 8 hours after reception.  
货差问题须标注于 CMR 国际公路货运单 /POD 交货单中，经客户与承运人双方签字确认后，于货物签收后 8 小时内上报我司。

## **Frozen products; HOG, VAP and by-products 冷冻产品：整鱼（HOG）、去刺鱼片（VAP）及副产品**

- Quality claims 质量索赔:

- Pre-claim within 6 days after reception.  
货物签收后 6 日内提交预索赔申请。
- Complete documentation within 6 weeks after reception.  
货物签收后 6 周内提交完整索赔资料。

- Logistics claims 物流索赔:

- All cargo transportation will unfortunately always be at risk where discrepancies and incidents may occur.  
货物运输存在固有风险，应知悉可能发生各类货差及意外情况。
- the liability will apply to the various parties involved and will be governed by the agreed Incoterms  
相关责任由各涉事方承担，并按双方约定的国际贸易术语解释通则执行。

- discrepancies must be noted on CMR/POD, signed by customer and carrier, and reported within 8 hours after reception.

货差问题须标注于 CRM 国际公路货运单 / POD 交货单中，经客户与承运人双方签字确认后，于货物签收后 8 小时内上报我司。

If full documentation is unavailable, a pre-claim must include deviation description, estimate volume, and estimate financial impact.

若暂无法提供完整索赔资料，索赔预申请中须包含货物异常说明、预估异常数量及预估经济损失。

#### 4. General Documentation Requirements 通用资料提交要求：

**All claims must include (see attached form) 所有索赔申请均须附以下资料（详见附件表单）：**

- Invoice number and lot number 发票编号及批次号
- Delivery date and place 交货日期及交货地点
- Total quantity received 货物签收总数量
- Claimed quantity 索赔数量
- Total claimed amount 索赔总金额
- Detailed description of deviation 货物异常情况详细说明
- Calculation showing requested compensation per kg 每公斤索赔金额的核算明细
- Description of alternative product utilization 货物替代处置方式说明

Nordlaks reserves the right to request additional documentation.

Nordlaks Sales AS 保留要求补充相关资料的权利。

#### 5. Quality Claims – Specific Requirements 质量索赔-专项要求

**Required documentation 必备证明材料：**

- Representative close-up and overview images 货品代表性特写照片及整体照片
- Photo of product label 产品标签照片
- SalmoFan reference for color claims 色泽索赔需附三文鱼色卡（SalmoFan）比对依据
- Individual scale photos for weight/size claims 重量 / 规格索赔需附单件称重照片
- Photos of affected fish for external damage 外观破损索赔需附受损货品照片

- Proof of destruction if applicable 若货品已销毁，需提供销毁证明
- Documentation of loss (sales receipt etc.) 损失证明文件（如销售凭证等）

## 6. Logistics Claims – Specific Requirements 物流索赔-专项要求

### Mandatory 必须提交的资料:

- Deviation noted on CMR/POD with carrier signature  
货差 / 货损情况已标注于货运单 / 交货单（CR/POD），且经承运人签字确认
- Photos of damaged goods 受损货品照片
- Pallet numbers and box weights 托盘编号及箱体重量
- Core temperature measurement if relevant, upon arrival 货品到港核心温度检测记录（如相关）
- Temperature logs if relevant 需提供全程温度记录（如相关）

If delivery is signed with clean receipt, claim may be rejected.

若交货时签署无异议收货单，相关索赔申请可能被驳回。

## 7. Air Freight Shipments 航空货运索赔

### Additional documentation required 额外要求提供的材料:

- Immediate pre-claim notification, no later than 6 days after reception  
索赔预申请须即时提交，最晚不超过货品签收后 6 日
- Proof of delivery with deviation noted - damage report issued by the airline or their local partners  
标注货差 / 货损情况的交货证明、航空公司或其当地合作方出具的货损报告
- Visual documentation (photo/video) 可视化证明材料（照片 / 视频）
- Survey report if applicable 检验报告（若相关）
- Salvage sale documentation if goods resold 若货品已转售，需提供残值销售证明文件
- Proof of destruction if disposed 若货品已处置，需提供销毁证明

## 8. Specification 规格要求

8.1 The quality shall be as agreed between the Seller and Buyer, and in accordance with the Seller's order confirmation. All cases covered by this section 4 shall be considered as pre-approved by the Buyer, and shall therefore not be considered as deviations, discrepancies, defects or such like.

产品质量须符合买卖双方约定，且与卖方订单确认书载明要求一致。本节第 4 条所涉所有情形，均视为已获买方预先认可，不得认定为产品不符、偏差、瑕疵等情形。

8.2 Quality and packaging shall be in accordance with the product specifications for the product in question. The Seller will make the product specification available to the Buyer.

产品质量及包装须符合对应产品的规格标准，卖方将向买方提供产品规格文件。

8.3 Unless covered by specification, 10% of delivered volume may contain superficial melanin up to 0,5 cm in depth and is in accordance with the agreed quality.

除产品规格另有约定外，交付货品中允许 10% 的货品存在表层黑色素沉淀，沉淀深度不超过 0.5 厘米，该情形视为符合双方约定质量标准。

8.4 Unless otherwise specified by specification, 10% of the delivered volume may contain fillets with gaping of up to 10 cm in length and 1 cm in depth and is in accordance with the agreed quality.

除产品规格另有约定外，交付货品中允许 10% 的鱼片存在裂口，裂口长度不超过 10 厘米、深度不超过 1 厘米，该情形视为符合双方约定质量标准。

8.5 Unless covered by specification, up to 4% of the agreed volume may contain blood stains and is in accordance with the agreed quality.

除产品规格另有约定外，交付货品中允许不超过 4% 的货品存在血渍，该情形视为符合双方约定质量标准。

8.6 Unless covered by specification, the color will be according to Norwegian quality standards and industry norms.

除产品规格另有约定外，产品色泽须符合挪威质量标准及行业规范。

8.7 The quantity must be as agreed. The Buyer accepts a deviation of +/- 5% from the quantity measured at the time of packaging, regardless of the reason for this, and a deviation of +/- 5% shall be in accordance with the agreed quantity. Changes in quantity within +/-5% entails that a corresponding upward or downward adjustment will be made in the invoice from the Seller.

货品数量须符合双方约定。买方认可包装时核定数量存在  $\pm 5\%$  的偏差（无论偏差成因），该偏差范围视为符合约定数量标准。数量偏差在  $\pm 5\%$  范围内的，卖方将对发票金额作相应增减调整。

8.8 The weight of the fish/seafood is accurate at the time of packing, and the Buyer accepts that the weight at the time of packing shall be the applicable weight. The scales are calibrated and checked according to Norwegian regulation. This means that the weight of the product on delivery may deviate from the weight in the order and the order confirmation due to drip loss (weight loss) of water.

鱼类 / 海鲜产品的重量以包装时核定为准，买方认可包装时重量为结算依据。称重设备均按挪威相关法规完成校准及检测。因产品水分流失（滴损），交货时产品重量可能与订单及订单确认书载明重量存在偏差。

8.9 Production of salmon is in accordance with EU Regulation No. 2073/2005 relating to microbiological criteria for food. Intended use of the product is consumption after heat treatment.

三文鱼生产工艺须符合欧盟《2073/2005 号法规》中关于食品微生物指标的相关要求，本产品预期用途为需经热处理后方可食用。

### 9. Documentation Requirements Based on Claim Amount (per invoice).

按索赔金额划分的单证要求 (按每张发票计)

Claim Amount (EUR) 索赔金额 (欧元)	Minimum Documentation Required 最低提交资料要求	Additional Requirements 附加要求
< 200 EUR	Will be rejected 将会被驳回	
200 – 500 EUR	Minimum 5 photos (3 close-up, 2 overview) 至少提供 5 张照片 (3 张特写、2 张全景整体)	Clear calculation required. 需附清晰的费用核算明细
500 – 1 000 EUR	Minimum 8 photos (5 close-up, 3 overview)	Video recommended. 建议提供视频佐证
1 000 – 2 000 EUR	Minimum 12 photos (8 close-up, 4 overview)	Representative pallet sampling. 托盘需选取代表性样本拍摄
2 000 – 5 000 EUR	Minimum 12 photos (8 close-up, 4 overview)	Video mandatory. 视频为必备材料
> 5 000 EUR	Minimum 15 photos + sampling from 3 pallets	Production may need to stop. Inspection/surveyor may be required. 生产或需暂停, 可能需安排检验 / 专业鉴定人员到场核查。

## Claim Form

<b>Customer information (Company name and contact person including e-mail address and mobile phone number):</b>			
<b>Order information</b>		<b>Claim information</b>	
Invoice number:		Claim date:	
Invoice date:		Claim reason(s):	
Nordlaks Sales order no:		Total quantity received:	
Delivery date/place:		Claimed kgs:	
Current location of goods (address):		Total claimed amount:	
<b>Description of the claim reason and measures to minimize the claim:</b>			
<b>Calculation of the claim:</b>			
<b>Date and signature from customer:</b>			