

**American Foods Export Service, Inc
Novo Express International**

**Release of Liability for Frozen,
Chilled & Perishable Products**

Company Name: _____

Please be advised Novo Express International and or American Foods Exports Service policy regarding handling of frozen, chilled or other perishable products during transit for air freight shipments. Due to the inherent nature of air freight business Novo Express International and or American Foods Exports Service shall not be liable for arrival temperatures for any reason including delay in transit or damage to shipping containers etc. Air freight shipping does not allow for full protection of the goods to maintain a constant or exact temperature while in transit. While there are packaging materials available to us that will allow us to minimize the temperature fluctuation in transit, these materials will not guarantee the arrival of your product in a frozen or specific temperature state and as such we cannot assume liability for arrival temperature for goods of this nature for any reason. We do recommend the use of Envirotainers for all frozen shipments which utilize LD3 and LD7 containers at an additional charge which will ensure your product will arrive at the optimal temperature. If you wish to ship without the use of envirotianers, dry ice, insulation etc. we will honor your request however will require a release of liability be completed prior to shipping.

We will file a claim with the carrier under the following circumstances only:

- 1) The claim is the result of a shipping delay in transit of more then 48 hours for domestic shipments or 72 hours for international.
- 2) Product was damaged physically in transit such as crushing.

In the event a claim is required to be filed with the carrier all Novo Express International and or American Foods Exports Service inc. services and air freight charges are to be paid in full within our 30 day payment terms. Claims will be filed with the carriers on your behalf and you will be updated periodically as to the status of settlement. We will make every attempt to obtain a settlement to your satisfaction.

Please visit us at Novo Express.com for full limits of liability and claim procedures.

By signing below you acknowledge our policy regarding the air freight transportation of frozen, chilled and or perishable goods and understand Novo Express International and or American Foods Exports Service will not assume any liability for claims and all charges must be paid in full within 30 days regardless if there is a problem with any shipment

Signature: _____ Date: _____

Print Name: _____ Company Position: _____