



FAILURE TO COMPLY WITH BELOW CLAIMS POLICY MAY RESULT IN CLAIM DENIAL. ANY UNAUTHORIZED DEDUCTIONS WILL BE DENIED.

CLAIMS POLICY AND PROCEDURE

All claims must be reported to XL Foods Inc. or XL Four Star Beef, Inc. claims personnel within 24 hours of delivery receipt and require driver verification. Weekend deliveries must be reported by noon on Monday.

XL Foods Inc. or XL Four Star Beef, Inc. intends to investigate all discrepancies or claims issues thoroughly and in a timely manner. Upon delivery of the product to your receiving destination, you must notify the XL Foods Inc. or XL Four Star Beef Inc. Claims Department of any problem with the shipment within 24 hours. No claim or allowance will be considered if not reported within 24 hours of receipt of goods. All rejected product must be placed back on the original carrier.

Please report all claims to our Claims Department. If you are calling outside of business hours, leave a voice mail and a XL representative will return your call by 12:00 noon the following business day.

Contact Information and Hours
XL Foods Inc. Lakeside Packers – 403-362-3457
XL Four Star Beef Inc. - 402-731-3370
XL Meats / XL Beef – 403-258-3233
Monday – Friday: 8:00 AM to 5:00 PM

When reporting a product claim, please have the following information available:

- XL Foods Inc. or XL Four Star Beef plant of origin – REQUIRED
 - Sales order number (from bill of lading) – REQUIRED
 - Time of delivery if late
 - Number boxes received if short/long
 - Detail of short weights – tare weights
 - Detail of box damage (pictures also required)
 - Production and use/by date if out of code
 - Receiving temperatures if warm or frozen
 - Product information if incorrect product
- XL Foods Inc or XL Four Star Beef reserves the right to request additional information regarding your claim, depending on claim type. Examples include photographs of product. Product must be available for testing on all product quality claims.

Trim Claim Policy

Trim claims must be reported within 24 hours upon receipt. Product must be available for further testing if filing a specification trim claim. XL Foods Inc. or XL Four Star Beef reserves the right to designate independent labs for product testing. You may request a copy of XL's trim standard operating procedures that outline product specifications, tare weights, lean/fat allowances, etc..

Additional considerations

Upon notification, XL Foods Inc. or XL Four Star Beef will assign a tracking number to your individual claim. Please keep this tracking number for your records. This assignment does not signify approval of your claim but can be used as a reference to track progress on your claim detail.

You must notify XL Foods Inc. or XL Four Star Beef's claims department immediately upon invoice receipt if there are any questions or issues (e.g., price, weight).

XL Foods Inc. or XL Four Star Beef does not honor any claims from Will-Call Carriers, with the exception of product quality issues.

Please acknowledge receipt and understanding of the above claims policy and return to XL Foods Inc.

Company: _____

Representative: _____

Title: _____