



QUALITY AND QUANTITY CLAIMS

Ref **KH-FS-CLAIMS**
Rev **1, 5 September 2026**

This procedure applies to every lot Kutlwano Holdings supplies. It is referenced in the order confirmation and the proforma. It exists so that a query is settled on evidence, quickly, by a rule both parties accepted before the first load moved.

1. WHAT IS RETAINED ON EVERY LOT

Three sealed samples are drawn from each lot at the loading point or load port under the independent inspector or the depot's sampling procedure: one travels with the load or the documents, one goes to the independent laboratory that issues the lot certificate, and one is retained sealed by Kutlwano Holdings for 90 days. The seal numbers are on the lot certificate.

2. RAISING A CLAIM

1. In writing, within 7 days of collection (local) or 14 days of discharge (export), quoting the lot number, the weighbridge ticket or bill of lading, and the parameter disputed.
2. With the buyer's own analysis attached, from a laboratory accredited for the method, on a sample drawn from that lot.
3. A claim on quantity is settled on the certified weighbridge ticket (local) or the load-port inspection weight (export); destination weights are for information only.

3. HOW IT IS SETTLED

1. The retained sealed sample for that lot is sent, seal intact, to a laboratory both parties accept. Where the parties cannot agree within 5 working days, the laboratory that issued the lot certificate refers it to a second accredited laboratory.
2. The umpire result is final and binding on both parties for that lot.
3. The cost of the umpire analysis is borne by the party whose figure is further from the umpire result.
4. Where the umpire result is below the guaranteed minimum for CaF₂, or outside the certified limit for another parameter, the Seller issues a credit note for the shortfall on that lot, calculated pro rata to the parameter unless the order confirmation states a rejection right. Where the result is within specification, the claim is closed with no adjustment.

4. WHAT A CLAIM DOES NOT DO

It does not suspend payment for other loads or weeks; it does not entitle the buyer to withhold, set off or delay payment on any other invoice; and it does not reopen the price. A dispute about one lot is settled on that lot.

Kutlwano Holdings (Pty) Ltd

Issued with every order confirmation and proforma

Acknowledged for the Buyer

Name, signature, date