



AHG Refrigerated Logistics
15A Carter Street, HOMEBUSH NSW 2140
PO BOX 473 CASULA MALL NSW 2170
www.ahgri.com.au

10 July 2020

Dear Customer,

In further follow up to our notice of last week, as you will be aware the COVID-19 situation in Victoria is causing significant disruption and back log of freight throughout the industry.

In particular Retailer DC's have experienced congestion and disruption resulting in temporary site closures. The timeline for resolution of this situation is not clear and as a consequence we are seeking your assistance by ensuring that prior to placing any order for transport (OFT) requiring delivery to a Victorian DC you agree to have done the following;

1. Confirm with the unload address that the relevant DC will be open to accept your freight before lodging your OFT with us. If confirmation is not received please do not place your order for transport.
2. If advised by the receiver to redirect your shipment to another DC, please ensure that when lodging your Order for Transport you confirm the revised unload location.

We incur significant costs as a result of rejections and re-directions in these circumstances and will seek to recover those costs incurred from you as our customer. Where rates have been agreed and are in place in your current rate card these will apply.

If rates are not currently incorporated in your rate card for the movement and activities required to be undertaken, we will charge according to our default rate card, developed specifically to address the current circumstances.

A copy of the default rate card may be requested from National Customer Support on 1800 874 885 or email queries@ahgri.com.au.

We are all working together in these challenging times to react and resolve this situation as speedily and fairly as possible, however we ask that all customers adopt the practices outlined above prior to lodging any request for transport to Victoria unload destinations.

Please be aware that any unplanned re-direction of freight may result in us charging your account for that service and in addition that if freight is held over at our depots as a result of our inability to deliver, we reserve the right to recover those storage and handling charges from you as set out in the default rate card.

If you have any concerns regarding the above process, please do not hesitate to contact National Customer Support on 1800 874 885 or email queries@ahgri.com.au.

Yours Sincerely

Andrew Le Lievre

Head of Commercial
AHG Refrigerated Logistics