

STANDARD POLICIES

Philippines Ship Services B.V. ("PSS") | curacaoshiphandler.com

Scope	These Standard Policies apply to quotations, orders, deliveries and services provided by Philippines Ship Services B.V. ("PSS"), unless different terms are expressly agreed in writing for a specific order or client.
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1. Cancellation Policy

Cancellation requests must be received by PSS at least 48 hours before the scheduled delivery or service.

Where an order is cancelled less than 48 hours before the scheduled delivery or service, PSS may charge a 25% cancellation fee based on the applicable order value, in addition to any costs already incurred or committed by PSS.

Additional charges may apply where cancellation, preparation, purchasing, handling or other work takes place on a Sunday or public holiday. Any non-refundable supplier, freight, customs, transport, handling or third-party costs already incurred may also be charged.

A cancellation is considered received only when communicated to and acknowledged by PSS.

2. Ship Spare Parts - Non-Cancellable Orders

Ship spare parts cannot be cancelled once PSS has placed or confirmed the order with its supplier. The client remains responsible for the ordered item(s) and any related suppliers.

This provision applies in particular to specially sourced, imported, ordered-on-request or non-stock spare parts.

3. Sunday & Public Holiday Charges

Deliveries, services, purchasing, customs assistance, transport, handling or other operational work performed or required on a Sunday or public holiday may be subject to additional charges.

Where possible, such charges will be communicated in the quotation, order confirmation or related correspondence.

4. In-Port Deliveries & Onboard Check

For in-port deliveries, the supplied items will, where operationally possible, be checked onboard together with the Chief Cook or another authorized vessel representative, in the presence of PSS representatives.

A full rundown of the supplied items will be conducted against the order and delivery documentation. This check is intended to confirm the items received and their apparent condition at the time of delivery.

Any discrepancy identified during the onboard check should be reported immediately to the PSS representatives present.

5. Off-Port Deliveries & Delivery Evidence

For deliveries where a full onboard handover or check is not possible, including applicable off-port deliveries, PSS may document and photograph the goods as evidence of delivery, quantity and apparent quality/condition at the time the goods leave PSS custody or are handed over.

Such records may be used by PSS when reviewing any subsequent delivery or product claim.

6. Product Condition, Returns & Comments

Any comments concerning product quality, condition, incorrect products or a request to return or replace products must be communicated to PSS within 48 hours after delivery.

The client should provide sufficient information and, where relevant, photographs or other evidence to allow PSS to review the matter. Products should be retained in their delivered condition where reasonably possible until PSS has reviewed the claim.

Returns are subject to prior approval by PSS. Items that have been used, opened, altered, improperly stored or otherwise made unsuitable for resale or inspection may not be accepted for return, except where PSS determines that the item was defective or incorrectly supplied.

7. Missing Items & Final Claim Period

Claims for missing items must be communicated to PSS as soon as identified and in all cases within 7 calendar days after delivery. Supporting information should be provided where reasonably available.

After 7 calendar days from delivery, PSS will regard the delivery as fully completed and accepted. No returns, missing-item claims, product claims or other delivery-related claims will normally be accepted after this period, unless otherwise agreed by PSS in writing.

8. Resolution of Valid Claims

Where a claim is supported by the client and accepted by PSS following review, PSS will first seek to replace the missing, incorrect or damaged goods within a reasonable operational timeframe.

Where replacement is not reasonably possible, a credit note may be issued as the final resolution for the affected item(s), subject to PSS approval.

9. PSS Remarks

PSS Remarks are used to provide explanations, clarifications, substitutions, specifications or other relevant information concerning supplied or ordered items.

Where applicable, PSS Remarks are stated on the delivery note and/or invoice and form part of the delivery documentation. Clients are requested to review these remarks together with the related item(s).

10. Payment Terms & First-Time Customers

Payment terms are agreed per client and may be stated in the quotation, invoice, account arrangement or other written correspondence.

First-time customers may be required to make full or partial prepayment before PSS purchases, prepares, dispatches or delivers the order. PSS may also request prepayment or other payment arrangements where reasonably required for a particular order.

11. Order-Specific Terms

Where a quotation, order confirmation, invoice, delivery note or written agreement contains terms that are specific to an order, those specific written terms will apply to that order together with these Standard Policies to the extent they are not inconsistent.

PSS reserves the right to update these Standard Policies from time to time. The version made available by PSS or published on its website at the relevant time should be consulted.

QUICK REFERENCE

Summary only. Please refer to the full Standard Policies on the preceding pages for complete terms and conditions.

Topic	Standard
Cancellation	48+ hours before delivery/service
Late cancellation	25% fee + incurred/committed costs
Sunday / public holiday	Additional charges may apply
Ship spare parts	Non-cancellable once placed/confirmed with supplier
In-port delivery	Checked onboard with Chief Cook/authorized representative in the presence of PSS representatives
Product condition / returns	Report within 48 hours
Missing items / delivery claims	Report within 7 calendar days
After 7 days	Delivery regarded as completed and accepted
Valid claim	Replacement first; credit note if replacement is not reasonably possible
First-time customer	Prepayment may be required

Philippines Ship Services B.V. (PSS)

Standard Policies - Orders, Deliveries, Claims, Returns, Cancellations & Payment