

LOOKING FOR SOMEONE TO THINK OUT OF THE BOX?

GIVE US A CALL.



SURVEYS, QUALITY CONTROL & INTERNATIONAL CLAIM HANDLING

Expertisebureau HDG B.V. | Marconistraat 33 3029 AG Rotterdam The Netherlands
T +31 10 2441 414 F +31 10 2441 415 international@hdg.nl | www.hdg.nl

INTERNATIONAL CLAIM HANDLING



WHO ARE WE?

With a more than 33 employees, we, HDG – the fruit consultants, based in Rotterdam, have specialised ourselves in conducting surveys on fruit and vegetables as well as quality controls for a wide range of customers. Having more than 30 years of experience in this field, we are market leader and have started to expand our operations worldwide during the past decade.

WHAT DO WE DO?

Over the past years we have built up an extensive network of international and independent surveyors. If your fruit arrived damaged in a foreign country, you simply need to provide us with the cargo details and location and we get in touch with the local surveyor who will inspect the fruit according to our instructions given.

We supervise the claim process, collect all necessary information and make sure that your rights and/or those of cargo underwriters against carriers are protected. By supporting, assisting and providing the local surveyors with specific knowledge on fruit and vegetables as well as on claim handling procedures we are able to ensure high-quality outcomes.

WHY HAVING A HEAD SURVEYOR?

A head surveyor is a coordinating surveyor who merges specialised knowledge and year-long experience with the fact-finding of the local surveyor.

The port of Rotterdam is Europe's hub for fruit imports, which gave us the opportunity to specialise in this field. At the same time containerisation is a growing factor which spreads damage locations all over the world. At these locations highly qualified and experienced cargo surveyors may lack specific fruit knowledge. In order to improve our cooperation with these local surveyors we have established our subsidiary HDG International. Since we coordinate numerous claims taking place world-wide simultaneously, we are able to keep an overview and create a link between different shipments and its causes of damage.

WHAT'S IN IT FOR YOU?

You save stress and time by us taking care of the entire claim including all correspondence with the parties involved.

At the end of the process you will receive a detailed and final report including the information provided by the local surveyor in combination with our final evaluation of the damage and its circumstances based on our widespread experience with fruit and vegetable shipments. HDG reports have proven to be successful in recovery actions of claims against carriers.

We are there for you when you need us the most.

