

# Terms of Engagement (RM Cattle Imports)

RM Cattle Imports  
5 Rumsam Meadows  
Barnstaple N. Devon EX32 9FF

Email: [accounts@rmcattleimports.co.uk](mailto:accounts@rmcattleimports.co.uk)  
Fax: 0113 301 0201

Detailed below are our terms of engagement, please read them and sign your acceptance at the bottom of the page. Please retain one copy and return the other to the address email or Fax above.

1. Payment in full is required before any animals can be selected. RM Cattle Imports are required to make full payment for all animals selected prior to loading in the country of origin. (Failure to comply with the above RM Cattle Imports reserve the right to charge 1½% /month of the original invoice on any outstanding amount)
2. All animals are fully insured during transport and if animals are in calf are guaranteed pregnant for 30 days post arrival.
3. Animals are selected from IBR, BVD and TB free farms. If any other blood tests are required by the customer, such as Leptospirosis or Johne's disease, these can be arranged prior to loading and will be at the expense of the customer. Any animals found to test positive will not be loaded.
4. It is always our preference for customers to accompany us and select their own stock. RM Cattle Imports will always select to the best of our ability to meet the customers criteria that has been discussed. For those customers who authorise us to select on their behalf we will not be able to compensate or be held responsible for any animal that the customer feels does not appear to be correct, (animal type is subjective). RM Cattle Imports will always select to the highest standard within the agreed price quoted.
5. RM Cattle Imports will always do its utmost, in conjunction with our suppliers, to rectify any issues that are raised regarding the consignment if we are notified with 24 hours of arrival.

## Complaint Procedure

1. Any compensation claim must be reported to RM Cattle Imports within 24 hours of animals arriving on farm and be accompanied with the ear tag of the animal in question, a photograph of the issue and a detailed veterinary report of the injury which needs to be returned to us within 48 hours of notification of the claim.
2. If an animal arrives having been damaged during transport the customer is required to report the issue directly to the driver and notify us immediately. RM Cattle Imports will guarantee, in full, the purchase price of the animal against death or injury that leads to slaughter due to damage during transport. Other injuries will be dealt with in accordance and adherence to our complaints procedure and compensated accordingly.
3. Every effort is made to minimise other defects whilst selecting the animals, if however it is detected that there are defects with an animal it is required that we are notified within 24 hours of arrival of the defect and the ear tag number of the animal in question. RM Cattle Imports reserve the right to inspect the animal and request a veterinary report if required and will do its utmost to resolve the issue with its suppliers, who in turn will endeavour to resolve the issue with the supplying farm.

Customer:			
Signed on behalf of RM Cattle Imports		Signed on behalf of the client	
Date of Signatures:			