



🍑 Post-Delivery Care & Handling Protocol for Mango Lovers

Helping You Enjoy the Finest Indian Mangoes at Their Best

Dear Valued Savani Farms Customer,

Thank you for your order and for supporting Savani Farms. Your purchase helps uplift small farming communities across India while allowing us to bring the finest premium Indian mangoes directly from the farm to your table.

Indian mangoes are among the world's most prized fruits, but they are also highly perishable and require proper handling to ensure the best eating experience.

At Savani Farms, we have developed specialized ventilated and impact-resistant packaging designed to protect mangoes during transit through FedEx, UPS, and other carriers. When our recommended handling procedures are followed, customer satisfaction exceeds 99%.

Please take a few moments to review the following important information.

Our Packaging & Shipping Protocol

1. Every shipment undergoes an additional quality inspection at our warehouse. Mangoes are sorted and examined for ripeness, condition, and overall quality before shipment.
2. We **do not ship fully ripened mangoes** and never intentionally ship overripe fruit. Mangoes are carefully selected to continue ripening naturally after delivery.
3. We strongly recommend **FedEx 2-Day Shipping**. Customers located near our Fort Washington, Pennsylvania warehouse often receive deliveries within one day. We ship mangoes that are mature enough to ripen properly while withstanding normal transportation conditions.
4. Tracking information is provided as soon as your order ships.

Because of international air freight, import procedures, and domestic delivery costs, Indian mangoes are a premium product by the time they arrive at your doorstep. Proper handling upon delivery is essential to preserve their quality and flavor.

Required Customer Handling Protocol

1. Track Your Shipment

Please monitor your shipment and ensure the package is delivered to a shaded location. Direct sunlight or excessive heat can rapidly accelerate ripening and may damage the fruit within hours.

2. Unpack Immediately

Upon delivery:

- Remove all mangoes from the shipping box.
- Remove fruit nets, foam sleeves, and any protective packing materials.
- Allow the fruit to breathe naturally.

3. Store Properly

Place mangoes in a cool, dry, well-ventilated area away from direct sunlight and excessive heat.

4. Report Any Concerns Within 24 Hours

If you believe there is shipping damage or quality concerns:

- Take clear photographs of all affected mangoes within 24 hours of delivery.
- If a mango appears soft, overripe, or damaged internally, please provide photographs of the cut fruit.
- Claims submitted after 24 hours from delivery may not be eligible for replacement or credit.

5. Alphonso Mango – Spongy Tissue Advisory

Customers purchasing Alphonso mangoes should review the **Spongy Tissue Disclaimer** on our website. Spongy tissue is a naturally occurring physiological condition that may occasionally occur in Alphonso mangoes and is beyond the control of farmers, exporters, or Savani Farms. For this reason, spongy tissue is not eligible for reimbursement or replacement.

6. Recommended Premium Varieties

For customers seeking varieties without spongy tissue concerns, we highly recommend:

- Kesar (Most imported Mangoes)

Special Order Imported Mangoes: Alphonso, Dasherri, Chausa, Langra, Rajapuri, Banganapalli Rasalu, Pairi, Safeda, Other seasonal specialty varieties

These varieties are widely appreciated for their excellent flavor, consistency, and eating quality.

7. Jelly Seed Advisory

On rare occasions, certain mango lots may exhibit **Jelly Seed Disorder**, a naturally occurring internal condition.

If you encounter jelly seed:

- Take photographs of the cut mangoes.
- Note the number of affected fruits.
- Submit the information within 24 hours of delivery.

Your documentation helps us communicate directly with growers and improve quality control. Verified cases may qualify for a partial or full replacement depending on the circumstances.

Please review the **Jelly Seed Disclaimer** on our website for additional information.

Need Assistance?

We encourage all customers to review the educational materials, ripening guides, and product information available on our website.

If you have any questions, concerns, or need assistance with your order, our team is always happy to help.

Thank you again for your trust and support of Savani Farms and the farming families we represent.

Wishing you a fruitful and delicious mango season!

The Savani Family & Team Savani Farms

