

Welcome to the Tanzamerchants Family!

Our Guide to Doing Business Together: Shared Values & Partnership Policy

Version: 2.0 | Effective Date: May 17, 2026

Hello and welcome! At Tanzamerchants Commodities Limited, we believe that the best business relationships aren't built on rigid legal jargon, but on shared values, mutual trust, and open communication. This document is designed to give us a transparent, friendly roadmap for working together successfully and growing our businesses side-by-side.

1. Our Shared Philosophy

We win when you win. Our approach to trade rests on fair play, absolute honesty, long-term collaboration, and treating each other with respect. We hold ourselves to high international standards and love working with partners who share that same commitment to excellence.

2. Understanding the Seasons (Product Availability)

We take pride in sourcing directly from the earth and working hand-in-hand with primary agricultural networks. To ensure you receive the highest possible quality, moisture parameters, and outturn, our shipping calendars align closely with Tanzania's natural harvest timelines:

- **Cashew Nuts:** Our peak harvest and primary crop-aggregation window runs from **October through January**.
- **Sesame Seeds:** Sourced heavily from our premium coastal and southern regions (like Lindi and Mtwara), the harvest season takes place from **June to August**.
- **Coffee:** Our exceptional Arabica and Robusta cherries are hand-picked and processed during the primary harvest window from **July through October**.
- **Cocoa Beans:** Sourced primarily from the fertile, rain-rich soils of Kyela in the Mbeya region, Morogoro and Tanga regions, our cocoa harvest features two distinct periods: the main crop peaks from **May to August**, followed by a smaller fly crop from **October to December**.
- **Cloves:** Sourced primarily from Tanga and the world famous spice islands of Zanzibar (Unguja and Pemba), the main picking and sun-drying season runs from **September through January**, varying slightly depending on local rainfall patterns.
- **Other Staples & Grains:** Grains, pulses, and specialized spices vary by regional rainfall patterns.

Partner Tip: To secure the absolute best quality grades and locked-in pricing, we love starting friendly forward-planning conversations with our buyers 30 to 60 days before the harvest begins!

3. Navigating Global Realities & Disruptions Together

International logistics can occasionally throw a curveball whether it's unexpected maritime shipping bottlenecks, global container shortages, or sudden climate impacts on crop yields. We believe in facing these global realities with absolute transparency. If an international disruption occurs that impacts our logistics chain, our promise to you is ****immediate and proactive communication****. We don't hide bad news. We will sit down with you virtually, present the facts, and work collaboratively to find alternative routes, adjusted timelines, or flexible operational solutions that protect your supply lines.

4. How We Kick off Business & Make it Official

When you have a new inquiry, just drop us a line! To help us give you the best possible offer, please include the specific commodity details, quantity, your quality expectations, destination, Incoterms, and how you'd prefer to handle payment. To keep things clear and avoid any misunderstandings, commercial offers and agreements become official once they are formally confirmed in writing by one of our designated team leaders.

5. Let's Talk Payment

To keep trade smooth and secure for everyone, our standard and preferred approach is an irrevocable **Letter of Credit (LC) at sight**, issued or confirmed by a top-tier international bank.

That said, we know every business has unique needs. If you require a different arrangement—such as a partial advance payment or flexible terms—let's talk! Our financial team is always happy to review alternative structures case-by-case during our initial negotiations to find a solution that protects both of our businesses.

6. Keeping it Kind & Confidential

We promise to always communicate with you with the utmost professionalism, speed, and kindness, and we kindly ask for the same in return. Naturally, any pricing, insider market details, or trade secrets we share during our journey together should stay strictly between us.

7. Honoring the Introduction (Non-Circumvention)

Trust is our greatest asset. A huge part of the value we bring is introducing you to our vetted networks of local farmers, cooperatives, and suppliers. We love opening these doors for you, and in return, we ask that you don't bypass us to cut deals directly with the partners we introduced.

We ask for this commitment to be honored while we work together and for **thirty-six (36) months** afterward. It keeps our relationship strong and ensures we can keep

investing heavily in discovering great local sources for you.

8. Quality Checks & Handling Issues Together

We are dedicated to delivering exactly what you order. Quality is verified by trusted independent inspection teams (like SGS or Intertek) right at the loading port so you know exactly what is going onto the vessel.

If the cargo arrives and something isn't right, please don't worry—just let us know! To help us solve it quickly with our insurers or shipping lines, please send over a friendly notice along with an independent inspection report within **fourteen (14) calendar days** of the cargo discharging. This quick window gives us the best chance to investigate and make things right.

9. Shipping & Risk (Incoterms)

We follow standard global Incoterms (like FOB, CIF, CFR, or EXW) to decide who handles logistics at each stage. Risk and responsibilities transfer exactly according to the International Chamber of Commerce (ICC) guidelines for whichever term we agree on in our contract, ensuring both parties know exactly where they stand during ocean transit.

10. Doing the Right Thing (Compliance)

We take pride in ethical trade. We promise to follow all local and international laws regarding anti-corruption, anti-money laundering, and trade sanctions, and we partner with companies who hold themselves to that same high ethical standard.

11. Solving Glitches Through Friendly Dialogue

Even in the best partnerships, bumps in the road can happen. If we ever run into a misunderstanding or disagreement, our promise to you is that we will skip the courtroom and sit down at the negotiation table first. We will try to resolve it through friendly executive chats, and if needed, an independent mediator to help us find a win-win solution.

12. Let's Get Started!

By requesting a quote, opening up a business conversation, or starting a trade with Tanzamerchants Commodities Limited, you are welcoming this partnership philosophy. We are incredibly excited to build a prosperous, long-lasting future with you!