



**CLASS AFFAIRE X**

MARITIME AGENCY

**YOUR SHIP SUPPLY,  
OUR COMMITMENT**



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# OUTLINE

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# 1. INTRODUCTION

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Fresh. Reliable. Delivered Worldwide.

Beyond freshness, our ship supply service is synonymous with reliability. Your vessel will be provisioned with top-quality food and beverages, wherever you are and whenever you need them. We also cater to the diversity of your crew by offering certified Halal, vegetarian, and allergy-conscious options.

To complement our fresh products, our frozen selection includes a wide range of seafood, vegetables, and pre-cooked meals — all handled under strict cold chain standards.

Our 24/7 service ensures your needs are always covered, worldwide. With CAX, quality is always within reach.



## 2. About Us

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### **Class Affaire-X: Excellence at Every Port of Call.**

Class Affaire-X Maritime Agency, founded by Mr. Simon Yao Koudahé, is a ship chandler company dedicated to excellence in maritime services. Our core values are quality, reliability, regulatory compliance, and a customer-first approach. We aim to be the trusted partner that ensures smooth operations and crew well-being at sea.

From our strategic base near the Port of Lomé (Togo), we have built our reputation on a simple commitment: delivering ship supplies and services of the highest quality, tailored precisely to the unique needs of each vessel, regardless of origin.

At Class Affaire-X, we are more than a supplier. We are a dedicated team driven by experience, energy, and a client-focused mindset. This unique combination enables us to deliver with professionalism, rigor, and unmatched attention to detail.

### **Our Philosophy: The Heart of the Vessel**

At Class Affaire-X, we understand that the success of any voyage depends on the well-being of the crew and the reliability of the ship's equipment. Our philosophy is to view every vessel as a floating home, and every seafarer as a valued member of our extended maritime family. We act with empathy, professionalism, and a deep understanding of the challenges of life at sea.



## 3. Our Services

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Each of our services is designed to bring comfort, safety, and efficiency to your vessel and crew.

### **Provisions Supply – Feed Your Body and Mind**

#### **Commitment**

Healthy and varied meals are the foundation of crew morale. We are committed to delivering provisions of unmatched freshness and quality, tailored to all cultures and dietary needs.

#### **Range**

From dry stores to fresh fruit, from beverages to special dietary options (Halal, vegetarian), everything is handled with the utmost care and delivered with reliability.

#### **What makes us unique**

Careful sourcing, adherence to strict HACCP standards, and personalized service tailored to each crew's preferences.



## Bonded Stores – A Touch of Home at Sea

### Commitment

Bringing a touch of home to the high seas, with a selection of items that enhance the daily life and well-being of seafarers.

### Offer

Confectionery, beverages, compliant tobacco, personal care products, entertainment, and gifts — all available duty-free and delivered discreetly.

### Added Value

A selection built on crew feedback, absolute customs compliance, and professional handling of your goods.





## **Crew Change & Assistance – Bridging Worlds**

### **Commitment**

Supplying all essentials for your vessel's performance and safety, with a guarantee to meet the world's most demanding international standards.

### **Services**

Warm airport welcome, comfortable accommodation, proactive visa and immigration management, secure transportation, and medical assistance if needed. We handle the details so your crew feels fully taken care of.

### **Strength**

Real-time coordination, a network of trusted local partners, and a discreet approach that places the individual at the heart of our attention.



## Technical & Safety Supplies - Confidence at Sea

### Commitment

Everything your vessel needs for performance and safety — guaranteed to meet the highest international standards.

### Catalogue

Essential spare parts, ropes, marine chemicals, SOLAS-certified fire-fighting equipment, as well as lifesaving and navigation devices.

### Support services

Fuel and freshwater supply, along with comprehensive pollution and waste management (MARPOL compliant), ensuring full environmental compliance for every vessel.

### Promise

Dependable delivery and expert technical support, ensuring the safety and efficiency of your operations.





## 4. Our Sales Policy

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### **Technical Supplies & Safety: Your Guarantee for Smooth Sailing**

At CAX, we go the extra mile to provide you with a seamless, rewarding, and secure shopping experience. Discover the benefits of our sales policy, designed to meet your needs with flexibility and efficiency.

### **Order Processing: Speed and Efficiency for Your Quotes**

At CAX, we know your time is valuable and responsiveness is key. That's why we've optimized our order processing to guarantee you an ultra-fast response and complete clarity.

#### **Immediate Acknowledgment**

As soon as we receive your order request, we send you an acknowledgment right away. This provides immediate confirmation that your request has been received and is being processed by our team.

#### **Your Quote the Same Day Sometimes Even by Morning!**

Our commitment is simple: to provide you with a detailed, personalized quote on the very same day you make the request.

Even better, if your request reaches us early in the day, our goal is to deliver your quote before noon. We do everything possible to help you make decisions quickly, without unnecessary delays.

This efficiency reflects our dedication to providing impeccable customer service and fully supporting your operations.

### **Guarantees: Quality, Without Compromise**

All our products and services are backed by the strong guarantees provided by our suppliers. We carefully select our partners to ensure impeccable quality and lasting peace of mind.

### **Returns & Exchanges: Your Peace of Mind**

Your satisfaction is our commitment. If needed, our returns and exchanges process is clear and fair:

- You have 24 hours after delivery to notify us of any issues.
- If the product was delivered by our Class Affaire-X team, this period can be extended up to 15 days, provided you present irrefutable evidence.

We are here to support you every step of the way.

### **Dispute & Complaint Management: Fast and Transparent Resolution**

Unexpected issue? Our dispute management process is designed for efficient and transparent resolution, with a single goal: your complete satisfaction.

- Immediate acknowledgment: We confirm receipt of your complaint right away.
- Thorough analysis: Our dedicated team (including the supervisor, purchasing officer, quality manager, and delivery manager) carefully reviews your case.
- Concrete and quick solution: We propose a clear resolution promptly.
- Continuous updates: You are kept informed throughout the process.
- Your approval: We proceed only after you are fully satisfied with the proposed solution.

At CAX, we don't just sell products and build partnerships based on trust and service excellence.

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