

# CREDIT & RETURN POLICY



Our policy is meant to ensure product quality, wholesomeness and reduce product loss. It also assures product handling is compliant with our HACCP, USDA, and FDA food safety plans. Please follow our steps below, if the steps are not followed credit will not be issued.

## Step 1

**Determine if product is returnable, see below**

## Step 2

**Call your sales rep or the office at (612) 721-4411**

## Step 3

**Keep product in the original box to be picked up**

# \$30

**Returns are subject to a \$30 restocking fee.** Returns subject to a restocking fee include but are not limited to; customer error, over ordered, refused, did not need, COD non-payment, will calls that do not get picked up, party cancelled.

### At the Time of Delivery

<p><b>You <u>CAN</u> Return:</b></p> <ul style="list-style-type: none"> <li>• Common Stock Items</li> <li>• Common Production Items</li> <li>• Most Frozen Items</li> </ul>	<p><b>Billing Adjustment Needed...?</b></p> <p>If a billing adjustment is needed our driver will make a notation on the invoice and an adjustment or credit will be issued.</p>
<p><b>You <u>CANNOT</u> Return:</b></p> <ul style="list-style-type: none"> <li>• Custom Cut &amp; Processed Items</li> <li>• Fresh Seafood</li> <li>• Dairy Items</li> </ul>	<p><b>We Stand Behind our Products!</b></p> <p>Items that are damaged or product integrity is in question can be return at the time of delivery.</p>
<p><b>Original Box:</b> <u>Product must be returned in the original box.</u> This is required for us to properly process the return. If the product is not returned in original box, credit will not be issued.</p>	

### After Delivery, Our Policy is Limited to the Following Conditions

<p><b>You <u>CAN</u> Return:</b></p> <ul style="list-style-type: none"> <li>• Common Stock Items</li> <li>• Common Production Items</li> <li>• Most Frozen Items</li> </ul>	<p><b>TEMPERATURE:</b> Products must be kept at the required temperature:</p> <ul style="list-style-type: none"> <li>• <b>Fresh Products..... 30-35 Degrees</b></li> <li>• <b>Frozen Products.... -10-10 Degrees</b></li> </ul>
<p><b>You <u>CANNOT</u> Return:</b></p> <ul style="list-style-type: none"> <li>• Custom Cut &amp; Processed Items</li> <li>• Fresh Seafood</li> <li>• Dairy Items</li> </ul>	<p><b>TIME FRAME:</b> Credit requests must be made within these time frames:</p> <ul style="list-style-type: none"> <li>• <b>Fresh Products..... 48 Hours</b></li> <li>• <b>Frozen Products.... 10 Days</b></li> </ul>
<p><b>Original Box:</b> <u>Product must be returned in the original box.</u> This is required for us to properly process the return. If the product is not returned in original box, credit will not be issued.</p>	