

## Customer Credits and Returns

*At Charlie's Produce, our approach to credits and returns is simple and aimed at unquestioned customer satisfaction.*

### Our Product Return & Credit Policy Does Five Things

1. Ensures product wholesomeness and quality.
2. Reduces product loss.
3. Speeds the processing of credits.
4. Assures that all product handling is compliant with HACCP, USDA, FDA, OSHA, and HAZMAT requirements.
5. Reduces the risk that a tampered product could be redistributed to another customer.

### When Your Delivery Arrives, YOU SHOULD KNOW

1. Your Charlie's Produce delivery driver will gladly help you verify that the items delivered, agree with your invoice, and meet your expectations.
2. In most cases you can choose to return any delivered item for credit at time of delivery (this does not apply to pre-ordered processed items).
3. If a product is short on delivery, your delivery driver will issue you a returned product receipt. If replacement product is needed, your delivery driver will call and make the request, if discovered after the driver has left, you may contact your Account Executive or Customer Service.
4. **It is very important that when you receive your order you check it in thoroughly. Once you have signed or paid the invoice, we assume that you received your order in its entirety and you are satisfied with the items received.**

**Our return policy after time of delivery is limited. An item\* may be returned, after delivery, ONLY if it meets the following important food safety guidelines:**

#### 1. Time

- All requests for pickups and credits must be made within **24 hours** from the time of delivery by speaking with Customer Service or your Account Executive. If a request is not made within 24 hours of delivery you may forfeit your right to return the product for a full credit. Please note that it is not acceptable to wait until you place your next order to request a pickup or credit for any item unless that item was received within the 24-hour time frame.

#### 2. Temperature

- To maintain product cold chain integrity and wholesomeness, any perishable returns must be stored at the proper temperature.

#### 3. Packaging

- To receive full credit for your returns, they must be in their original packaging, free of marking or damage, with the Charlie's Produce label still intact, unless product was damaged at time of delivery or the issue was discovered during processing of the item.
- **In addition, do not return product from a previous delivery with your delivery driver, unless they have a pickup slip for that item. There is no guarantee that a credit will be issued for any returned product without a pickup slip.**

## IMPORTANT FOOD GUIDELINES

### Dairy & Eggs & Fresh Meat

- Inspect all these products thoroughly at time of delivery. **These commodities are not returnable except at time of delivery.** This means you must ensure that all products received meet all your expectations including shelf life at time of delivery. The only exception will be for key drops and even then, Customer Service or your Account Executive must be contacted within 24 hours for a pickup.

### Processed Non-Stock & Pre-Order Items

- At your request, these items have been made or purchased especially for you, they can take up to **4 weeks** to procure and because they cannot be resold, **they are not returnable unless damaged or have questionable quality at time of delivery.**
- It is very important that you inspect the product at time of delivery otherwise WE WILL NOT ISSUE CREDIT ON THESE PRODUCTS.
- The only exception will be for key drops and even then, Customer Service or your Account Executive must be contacted within 24 hours for a pickup.

*At Charlie's Produce, we adhere to the highest level of quality standards and to giving you the service you expect and deserve. If you have any questions or concerns, please feel free to contact your Account Executive or Customer Service.*