

- Return requests made due to a quality issue, must have the manufacturer label with it so we may notify the manufacturer with the proper codes.
- All items returned must have the original Kuna Foodservice warehouse pick label affixed to them.
- All return requests of Dry groceries and non-food items must be reported within 7 days of receipt of product. Defective product(s) (equipment) or concealed damage may be returned up to 21 days after delivery.
- The guidelines for product to be returned by customers, transportation procedure, driver check-in procedure, and product returned by customers due to product recall must be followed at all times.
- Merchandise made to order, imprinted items or special order (**non-stock**) merchandise will not be accepted for return.
- **IMPORTANT NOTE:**

A pickup memo is not a **CREDIT**, but a receipt for those product(s) that have been picked up. Once the pickup request has been approved, a **CREDIT MEMO** will be sent to you within 10 working days.

Customers should include the credit memo with invoices when making a payment.

GUIDELINES FOR PRODUCT RETURNED:

To comply with enacted USDA regulations, provide the highest product quality and packaging integrity, and to minimize temperature shock exposure in the products we sell, the following timeline restrictions for product returns to Kuna Foodservice are effective immediately:

Safe handling food instructions by the USDA are provided for your protection and to enhance customer satisfaction. Always refrigerate or freeze meat, poultry, eggs, and other perishables as soon as you get them. **Never** let raw meat, poultry, eggs, cooked food or fresh produce sit at room temperature more than 2 hours before putting them in the refrigerator or freezer. Reduce that to 1 hour when the temperature is above 90F.

According to both the US Food and Drug Administration and the USDA Food Safety Inspection Service, refrigeration at 40F or below is one of the most effective ways to reduce risk of food Bourne illness.

Kuna Foodservice's main focus has always been complete customer service and satisfaction; Safe food handling measures will preserve the quality of our product which in turn provides our customers with superior items for consumption.

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Product Return Policy



We at Kuna Foodservice take the word "Partner" very seriously. In a "partnership" each participant understands the obligations (rules) of the "partnership." So when we "Partner" with our customers we feel it important that there is a clear understanding of all aspects of the Foodservice and Restaurant business. Some of those aspects are terms, delivery windows, products & many more. We felt it critically important to put together a brochure on one aspect, The RETURN & CREDIT POLICY. This brochure is Kuna's liberal return & credit policy. Should you ever have any questions unanswered in this brochure please feel free to speak to your Kuna Distributor Sales Representative (DSR) or telephone any one in Kuna Customer Service.

Credits at time of Delivery

It is **essential** that customers **check-in** all orders to verify the accuracy and completeness of the invoice.

It is **IMPORTANT** to note that Credit will not be issued on made to order product(s) (example; fresh cut meat, seafood, poultry, wild game), imprinted items or special order (**non-stock**) product(s).

It is a Federal law guided by HAACP regulations that does not allow any open or exposed protein products to be returned and/or reworked to commerce. Protein items (meats, poultry and seafood) not in direct control of the processor once opened or exposed must be disposed. USDA inspected meat, poultry, and seafood may only be returned at time of delivery with the shipping box remained sealed.

Credit cannot be issued for any item or items unless they are **noted** on the **original invoice**.

REFUSED PRODUCT:

Sometimes it may become necessary to refuse product for various reasons at the time of delivery.

REASONS INCLUDE:

- **If product is damaged or out-of-date**
- **If an incorrect item or substituted item is not wanted on the invoice**
- **If correctly ordered product is refused at time of delivery**
- **All of the above reasons will be subject to a restocking fee of:**

If item returned is < \$20 then the restocking fee will = the cost of the item
If \$20 < price of item < \$200 fee will be \$20.00

If \$200 < price of item < \$500 fee will be 20%

If > \$500 restocking fee will be 10% of the price of the item

- **If an item is missing at time of delivery**

Credits after a Key Drop

(Product delivered during the night or morning with no employee on premise)

As with any delivery it is **essential** that customers **check-in** all orders to verify the accuracy and completeness of the invoice. In the case of a key Drop, Kuna asks to have the customer check the order as soon as the first employees show up for work. If there is an error on the order it should be reported to Kuna's customer service department by 12 noon on the day the delivery was made.

Should there be a need for a pick up to return product to Kuna's warehouse the procedure for credit "Pickups for credit" below should be followed with one step added: Since no one is on premise when the delivery is made the product to be picked up should be clearly marked on a piece of paper attached to the product (**please do not mark on the cases**). Another option is leaving a note on a dry eraser board for the driver, if you don't have such a board we will make one available all you need to do is ask your sales representative.



PICKUPS for CREDIT

Should a product(s) return be necessary, customers should request a pickup when regular orders are placed. The following bullet points must be met for proper credit to be issued after the pick up occurs.

- **Unless an authorization has been made for quality control purposes, returned merchandise must be packed in its original carton and reach us in resalable condition.**