



Plymouth Customer Returns and Credits Policy Effective July 24, 2017

At Plymouth, we value our customer relationships and have a companywide commitment to offering competitive pricing while adhering to federally mandated food safety guidelines, which continue to become more stringent. In order to maintain these standards, we request your attention to and compliance with our product return and credit policies and procedures.

The following guidelines will be used in assessing and granting credits for returned items. Pickup of a returned item does not guarantee credit and in some situations, a \$5 per case restocking fee will be applied to the returned order.

Customers are responsible for reviewing their order confirmations for accuracy and notifying their salesperson of any issues immediately.

At Time of Delivery

- Your Plymouth Driver must be notified onsite of any requested returns and refused items.
- The Plymouth Driver will help verify the items to be returned.
- Items may be returned for the following reasons:
 - Damaged or Mis-packed Product
 - Leakage or Spoiled Items
 - Item Not Ordered
 - Wrong Product Delivered
 - Product Over-Delivered
 - Missing Product Labels
 - Insufficient Shelf Life
 - Over-Ordered (subject to restocking fee)
 - Priced Too High (subject to restocking fee)
 - NO special order items will receive return credit
 - NO standing order items will receive credit for over-ordering
- Shorted items will be verified by the Plymouth Driver onsite and noted on the invoice for adjustment by the Plymouth Accounting Department.
- Plymouth's driver will contact the Accounting Department for a return number for the items refused before the driver leaves the delivery location.
- After items are verified and adjustments noted on the invoice, the customer will sign the invoice copy legibly. No credits will be issued without a legibly signed invoice.
- Dark Drops (pre-arranged deliveries without customer/receiver present at time of delivery): Order issues must be reported by noon on the day of delivery.
- Credit will not be issued until the product has been received by Plymouth and inspected.



Plymouth Customer Returns and Credits Policy (Continued)

After Time of Delivery

Due to the perishable nature of our products and consumer food safety requirements, returns after delivery will be limited to Mis-Packed Items, Spoiled Products & Other Quality Issues.

For mis-packs, spoilage or quality issues after delivery:

- Contact your Plymouth salesperson and request a return.
- Return requests must include a photo of the product, a copy of the product label, the original Invoice and PO number (if applicable) and the reason for the return.
- Plymouth may choose to pick up the returned item or direct the customer to dispose of the items. Customers must dispose of the products properly and are liable for any failure to dispose of the items and/or any improper use or sale of the product thereafter.

Plymouth will only pick up items that have been transported and stored in proper temperature controlled environments. Absolutely no will-call returns for quality will be issued after an item leaves our facility in a non-refrigerated vehicle due to food safety guidelines. Approved returns must also be returned to Plymouth in a temperature controlled environment.

Products must be returned in full cases with the original packaging free of damage or markings. Products must have original product labeling. No product may be returned without a valid return number and must be picked up on your next scheduled delivery.

Special Order Items

Special order items have been ordered specifically for you and cannot be resold even if returned in their original packaging. Therefore, special order items may only be returned for quality reasons. See above for guidelines on returning products due to quality.

Recalled Items

Any recalled items will be issued credit upon request after verification of the recall.

Timetable for After Delivery Returns

Item Type:	Must be reported within:
Fresh Meat/Perishables	72 hours of delivery
Frozen Meat/Perishables	30 days of delivery
All Other Items	7 days of delivery

If you have any questions regarding this policy please contact your salesperson for more information.