	Document Name:	PRODUCT RETURN and CREDIT POLICY FOR CUSTOMERS		
	Doc. Number:	CPOL0536	Version No: 01	Page 1 of 3
	Created Date: Effective Date:	4/23/21 4/23/21	Author: NA Food Safety and Quality Assurance	

At Gordon Food Service, we are committed to consistently providing you with products that are safe and of high-quality. From the time products arrive at our doors until the time we deliver it, we maintain their integrity through efficiency, technology, and security so you can successfully run your business.

In order to stand behind both the quality and safety of the products we distribute, we want to communicate our standardized Credit and Product Return Policy.

At the time of delivery:

Gordon Food Service guarantees all of our products at the time of delivery. It is our policy that customers verify the condition and quantity of the entire order at the time of delivery. If products are missing or damaged, or if you choose to return any products at the time of delivery, the appropriate adjustments will be recorded by the Sales Service Driver. After any necessary adjustments are recorded on the invoice, be sure to sign it. This will indicate that you are satisfied with the delivery.

After delivery (including key drops and pallet drops):

To ensure food safety, quality, and shelf life, most perishable foods may not be returned, picked up, or credited after delivery due to cold chain temperature control requirements. Please refer to the information below to determine which products can be returned for credit, and which cannot, after delivery.

Not eligible for credit or returns after delivery


- Refrigerated and frozen food products of acceptable quality including but not limited to these categories: cooked meats: hams, cooked prime rib, bacon, franks, turkey breasts, seafood, raw meat: box beef, fresh steaks, fresh ground beef, chicken, seafood, refrigerated dressings, fluid dairy, eggs, yogurt, cream cheese, cottage cheeses, fresh juices, and processed produce
- Special order products

Eligible for credit – product returns not allowed after delivery

- Refrigerated and frozen food products with internal damage, unacceptable packaging quality, mislabeling, container short-packed, or unacceptable food quality
- Defective non-foods, chemicals, and dry grocery food products
- Recalled products

Eligible for credit – product returns allowed (non-defective products) after delivery

- **Within 24 hours of delivery:**
 - The following perishable food products including but not limited to candy, bases, nuts, tortillas, margarine, pickles, whole produce including apples, carrots, onions, potatoes, peppers, and citrus.
- **Within 7 days of delivery:**
 - Non-foods (tabletop, smallwares, or equipment), chemicals, and dry grocery food products

	Document Name:	PRODUCT RETURN and CREDIT POLICY FOR CUSTOMERS		
	Doc. Number:	CPOL0536	Version No: 01	Page 2 of 3
	Created Date: Effective Date:	4/23/21 4/23/21	Author: NA Food Safety and Quality Assurance	

Product Quality Claims (damages, poor quality and packaging issues):

Once the Sales Service Driver delivers and leaves your location, and you notice any damages, poor quality and/or packaging issues with any product that was delivered to you by Gordon Food Service, please send the following details to your Gordon Food Service Sales Representative:


- A description of the issue with the product
- Pictures of the issue regarding your claim, the Gordon Food Service pick label on the case(s) affected, and the vendor label and/or dates and coding on the case(s) affected. Examples below:



This information gives us, Gordon Food Service, and our vendors the opportunity to correct and prevent further product issues from leaving our building.

Additional Information

- Once an invoice has been signed, no credits for shortages will be issued.
- For all key drops or pallet drops, shortages must be reported within 24 hours of delivery.
- Requests for product returns after delivery must be reported to your Gordon Food Service Sales Representative within 24 hours of delivery, 7 days for non-food and dry grocery products. Please see list of items eligible for credit above.
- Product returns will only be accepted when the item is in saleable condition. This means the product must be in the original packaging and free of markings, writing, or damage. Product quality must be verified by your Gordon Food Service Sales Representative to be eligible for credit.
- For any product quality claims, do not dispose of the product until directed to do so by you Gordon Food Service Sales Representative
- When originally shipped as a full case, no pick-ups will be accepted for partial cases.
- Any products returned due to circumstances outside the responsibility of Gordon Food Service will be subject to a restocking fee.

	Document Name:	PRODUCT RETURN and CREDIT POLICY FOR CUSTOMERS		
	Doc. Number:	CPOL0536	Version No: 01	Page 3 of 3
	Created Date: Effective Date:	4/23/21 4/23/21	Author: NA Food Safety and Quality Assurance	

- On orders shipped by third-party carriers, if arranged by the customer, the responsibility of Gordon Food Service for shortages and/or damages ceases once the carrier has signed for the piece count. Claims should be processed directly with the carrier in question.
- To request a credit to your account and a product pickup for eligible items, simply contact your Gordon Food Service Representative with your reorder number(s), invoice number(s), and the date of delivery.

If you have any additional questions about our credit and product return policy, you may direct them to your Gordon Food Service Sales Representative. Thank you for your cooperation as we ensure that we continue to deliver safe products of the highest quality.

Reason for Revision	Revisor
Initial Version	Chad Barker