

POLICY FOR CUSTOMER CREDIT & RETURNS



Focused on Our Customer





Shamrock Foods is dedicated to providing you with the highest quality goods and services at the most competitive possible prices. Shamrock Foods has developed a Credit and Returns Policy that is fair to you, yet satisfies the Government's Rules and Regulations from the USDA, FDA, and local agencies. To comply with these agencies, as well as our HACCP program, we require and follow stringent guidelines that govern how we handle our product, including all returns.

Shamrock Foods guarantees 100% satisfaction on all products at the time of delivery. By signing the invoice, it indicates that you have inspected and accepted the entire delivery and assume responsibility for full payment. All returns will be inspected and Shamrock Foods Company reserves the right to make adjustments or deny credit.

Important Food Safety Guidelines

TIME	TEMPERATURE	PACKAGING
Make all returns and credit requests within these time frames listed in the second column below.	Keep all perishable returns stored at proper temperature to maintain product integrity and wholesomeness. Frozen items at 0°-10°. Fresh Meat and other perishable items at 30°-35°.	Products are only returnable for full credit when they are in the original package, free of any markings or damage, and in resaleable condition.

POLICIES FOR OUR PRODUCTS

<p>Custom Cut – Just In Time Products</p> 	<p>JIT Fresh meat*/seafood*/poultry*</p> <p>*These items are subject to HACCP Regulations by the FDA & USDA</p>	<p>JIT (just in time) custom cut meat, seafood and poultry products are produced upon order receipt uniquely to your specifications and cannot be returned or cancelled after <u>order submission</u>.</p> <p>In the event you discover a production or quality issue with your custom order upon delivery, please contact your Sales Representative.</p>
<p>Highly Perishable Refrigerated Products</p> 	<p>RETURN AT DELIVERY ONLY</p> <ul style="list-style-type: none"> • Fresh milk/refrigerated dairy products • Ice cream • Processed produce • Shell eggs*/liquid eggs • Non JIT Fresh meat*/seafood*/poultry* <p>*These items are subject to HACCP Regulations by the FDA & USDA</p>	<p>These items can ONLY be returned at time of delivery.</p> <p>These items are the most critical to check at time of delivery for accuracy.</p> <p>For DARK STOP discrepancies, call your Driver, Sales Rep or Customer Care before 5:00pm the day of delivery.</p> <p>NOTE: Fresh shellfish cannot be returned due to HACCP regulations.</p>
<p>Produce</p> 	<p>24 HOURS TO RETURN</p> <ul style="list-style-type: none"> • ALL fresh produce • Prepared salads 	<p>Pick-up credit must be requested within 24 hours of delivery and product maintained at proper temperature.</p> <p>Acceptable shelf life MUST remain.</p> <p>Product must be in original packaging with shipping label.</p>
<p>Other Refrigerated Products</p> 	<p>7 DAYS TO RETURN</p> <ul style="list-style-type: none"> • Butter and margarine • Cheese • Cooked and preserved meats • Fresh pasta • Juices • Sauces and soup bases • Pickled products 	<p>These items can be picked up within 7 days of invoice date if product has been maintained at 40 degrees or lower; NEVER frozen AND in original packaging with shipping label.</p>

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POLICIES FOR OUR PRODUCTS CONTINUED

Frozen Products



7 DAYS TO RETURN

- Baked goods
- Vegetables
- Prepared entrees
- All other frozen lines (excluding ice cream)

Frozen products can be picked up within 7 days from invoice date if product has maintained original state and shows NO evidence of defrosting.

Product must be in good condition and in original packaging with shipping label.

Dry Groceries



14 DAYS TO RETURN

Dry Grocery products can be picked up within 14 days from the invoice date.

Product must be in good condition and in original packaging with shipping label.

Chemicals



14 DAYS TO RETURN

Chemical products can be picked up within 14 days from the invoice date.

Product must be in good condition and in original packaging with shipping label.

Supplies and Equipment



14 DAYS TO RETURN

- Tabletop
- Equipment
- Cookware
- Paper and plastics

Supplies and Equipment products can be picked up within 14 days from the invoice date.

Product must be in good condition and in original packaging with shipping label.

Special Order and Drop Ship



Special Order products and Drop Shipments can neither be picked up nor credited after delivery.

Special Orders may be returned for cause at time of delivery.

Drop Shipments must be returned to the vendor.

QUALITY ISSUES

In the event you discover a quality issue with a product after the delivery, please inform your Sales Representative and provide a description of the problem and picture including the pick label and lot code. Credit should be requested as soon as the problem is discovered.