



**FOODSERVICE
DISTRIBUTOR**

UniPro™
FOODSERVICE

IFD Product Return and Credit Policy

At IFD, our approach to credits and returns is simple, clear and focused on providing our Customers a clear definition of the policy requirements while meeting our expectation of providing superior Customer service.

We request as part of our commitment and dedication to improving consumer food safety that our Customers work with IFD to comply with the policies detailed in our Customer Request for Credit and Returns Policy.

IFD will accept return for credit any product not accepted at time of delivery and in the guidelines described within this policy. After delivery, our credit and return policy is subject to limitation within specific guidelines.

IFD Product Return and Credit Policy Objectives:

- Ensures product consistency and quality.
- Expedites the processing and ensures accuracy on all requests for credit.
- Ensures that product is handled in line with Food Safety Regulations.
- Controls product returns so that any unacceptable product is regulated and processed accurately.

When Your Delivery Arrives, you Should Know:

- Your IFD Driver will verify that the items delivered agree with your invoice.
- Should you choose to return any product, your IFD Driver will provide you a completed, "Driver issued pickup Credit Request" form. You will receive an emailed credit indicating the product description and the invoice number the next business day.

**313 N Hastings Place, P. O. Box 1506, Eau Claire, WI 54702-1506
715-834-6513 + FAX 715-834-3723 + www.callifd.com**



When our Customers are satisfied...We succeed!





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- If a product is short on delivery, your IFD Driver will provide you a completed, “Driver issued pickup Credit Request” form. You will receive an emailed credit indicating the product description and the invoice number the next business day.
- If a product is damaged, your IFD Driver will provide you a completed, “Driver issued pickup Credit Request” form. You will receive an emailed credit indicating the product description and the invoice number the next business day.
- Once you are satisfied with your order, please pay/sign the invoice.

Time Requirements:

An item may be returned after delivery only if it meets the following important food safety guidelines. Our return policy after the time requirements described below is limited.

- Make all returns & credit requests to IFD Customer Service within these time frames.
- Produce & Perishables: 12:00 Noon the next business day after the delivery.
- Ice Cream: 12:00 Noon the next business day after the delivery.
- Frozen items: 5 days
- Dry Goods: 5 days
- Stock Non-food, disposable, E&S: 5 Days
- Product Delivery Errors: 5 Days
- Non-Stock Order Items: Non-returnable

Temperature:

All products for return must be stored at the proper temperature as dictated by the products specifications.

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Produce and Perishables:

Please inspect all ready-to-eat, produce, dairy, fresh meat, seafood and poultry products thoroughly at the point of delivery no credit will be issued unless we are contacted by 12:00 Noon the next business day after the delivery. This is due to potential product integrity issues and food safety concerns resulting from excessive handling and potential temperature control fluctuations while products have been out of our control.

Chemicals:

Treat chemical returns with special attention. Your IFD driver must inspect all chemical products for damage and/or leakage, before a pickup and return can be processed. OSHA regulations prohibit transport of open containers or products not in original packaging.

Special Orders Non-Stock Items:

Non-stock order items have been purchased especially for you. Because they can't be resold, they are not returnable except when damaged or of questionable quality at time of delivery.

Quality:

At IFD, we are dedicated to providing the finest and safest products available meeting all HACCP guidelines.

Should a product present a defect or not meet expected Quality standards, Customer Service at IFD should be contacted for guidance.

Packaging:

Products are returnable for credit only when they are in the unopened original package free of markings or damage.

Store Returns:

All product delivered on distribution routes must be picked up by the IFD driver. Returns to "The Market at IFD" will not be permitted for product delivered on distribution routes.

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