

SHAMROCK FOODS COMPANY

RETURNS CRITERIA



- ALL PRODUCTS MUST BE RETURNED IN ORIGINAL PACKAGING INCLUDING SHIPPING LABEL; PRODUCT MUST BE IN RE-SALEABLE CONDITION.
- CUSTOMER ASSUMES ALL RESPONSIBILITY FOR DAMAGE TO PRODUCT AFTER DELIVERY.
- ALL PRODUCTS AND SHIPPING LABELS WILL BE INSPECTED; SHAMROCK FOODS CO. RESERVES THE RIGHT TO MAKE ADJUSTMENTS OR DENY CREDIT.
- **ALL RETURNS SUBJECT TO HACCP/FDA REGULATIONS.**
(Including but not limited to Fresh Meat/Seafood/Poultry and Eggs)
- SHAMROCK FOODS IS AN FDA INSPECTED FACILITY.

PRODUCT CLASS	CRITERIA FOR RETURN DAYS ALLOWED
<p style="text-align: center;">HIGHLY PERISHIBLE REFRIGERATED PRODUCTS</p> <p><i>Including but not limited to:</i></p> <ul style="list-style-type: none"> • Fresh Meat*/Seafood*/Poultry* • Fresh Milk/Refrigerated Dairy Products • Shell Eggs*/Liquid Eggs • Ice Cream <p>*These items are subject to HACCP Regulations by the FDA</p>	<ul style="list-style-type: none"> • These items can ONLY be returned AT TIME OF DELIVERY! • These items are the most critical to check at time of delivery. • DARK STOP Discrepancies MUST follow these steps: <ol style="list-style-type: none"> 1. Call your driver before 5:00p.m.the day of delivery. 2. If driver cannot resolve the issue, you MUST call your sales representative before 5:00 p.m. of delivery day. 3. A "request" for credit will prompt an investigation; actual credit will NOT be granted until all research is complete. 4. Discrepancies reported AFTER 5:00 p.m. on the day of delivery to meet approval for credit.
<p style="text-align: center;">OTHER REFRIGERATED PRODUCTS</p> <p><i>Including but not limited to:</i></p> <ul style="list-style-type: none"> • Butter & Margarine • Cheese • Cooked & Preserved Meats • Fresh Pasta • Juices • Sauces & Soup Bases • Pickled Products 	<ul style="list-style-type: none"> • These items can be picked up within 7 Days of delivery day IF product has maintained original state and NOT been "slacked". • Approved pick-up and credit will be granted IF product has been maintained at 40 degrees or lower; NEVER frozen AND in original packaging with shipping label. • DARK STOP Discrepancies MUST follow these steps: <ol style="list-style-type: none"> 1. Call your driver before 5:00p.m.the day of delivery. 2. If driver cannot resolve the issue, you MUST call your sales representative before 5:00 p.m. of delivery day. 3. A "request" for credit will prompt an investigation; actual credit will NOT be granted until all research is complete. 4. Discrepancies reported AFTER 5:00 p.m. on the day of delivery to meet approval for credit.
<p style="text-align: center;">PRODUCE</p> <p>Includes ALL Fresh Produce, Processed Produce, and Prepared salads</p>	<ul style="list-style-type: none"> • Pick-up and credit scheduled for next delivery IF requested within 24 hours of delivery AND product is maintained at proper temperature. • Acceptable shelf life MUST remain. • Product must be in original packaging with shipping label.
<p style="text-align: center;">FROZEN PRODUCT LINES</p> <p>Includes ALL frozen products EXCEPT Ice Cream</p>	<ul style="list-style-type: none"> • Frozen Products can be picked up within 7 Days of delivery day IF product has maintained original state and shows NO evidence of defrosting.
<p style="text-align: center;">DRY GROCERIES</p>	<ul style="list-style-type: none"> • Dry Products can be picked up after delivery day within 14 days from the invoice date. Product must be in good condition and in original packaging with shipping label.
<p style="text-align: center;">CHEMICALS</p>	<ul style="list-style-type: none"> • Chemical Products can be picked up after delivery day within 14 days from the invoice date. Product must be in good condition and in original packaging with shipping label.
<p style="text-align: center;">SUPPLIES AND EQUIPMENT</p> <p>Tabletop, Equipment, Cookware, Paper & Plastics</p>	<ul style="list-style-type: none"> • Supplies & Equipment can be picked up after delivery day within 14 days from the invoice date. Product must be in good condition and in original packaging with shipping label.
<p style="text-align: center;">Special Orders and Drop Shipments</p> <ul style="list-style-type: none"> • Management approval ONLY • Pick-up MUST be handled by the buyer 	<ul style="list-style-type: none"> • 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. • Shipping label required to issue credit.